KWIC INDEX TO SERVICES 2001

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International Year of Volunteers 2001

Ontario

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INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

MINISTRY PROGRAM OR SERVICE	(ACRONYM) (for this directory only)	MINISTRY WEB SITE (if available)	GENERAL INQUIRY NUMBER	PAGE

NOTE: The Ontario government central Web site can be accessed at: www.gov.on.ca

Agriculture, Food and Rural Affairs (AGF)	www.gov.on.ca/OMAFRA	1-888-466-2372	127
Alcohol and Gaming Commission of Ontario	www.agco.on.ca	(416) 326-8700	272
Attorney General (MAG)	www.attorneygeneral.jus.gov.on.ca	(416) 326-2220	152
Cabinet Office (CAB)		(416) 325-7635	101
Chief Election Officer (OCE)	www.electionsontario.on.ca	(416) 326-6300	124
Citizens' Inquiry Bureau	www.gov.on.ca	(416) 326-1234	236
Citizenship (CIT)	www.gov.on.ca/MCZCR	(416) 327-2422	189
Community and Social Services (CSS)	www.gov.on.ca/CSS	(416) 325-5666	200
Consumer and Business Services (CBS)	www.cbs.gov.on.ca	(416) 326-8555	232
Correctional Services (MCS)	www.corrections.mcs.gov.on.ca	(416) 327-9911	278
Economic Development and Trade (EDT)	www.ontario-canada.com	(416) 325-6666	304
Education (EDU)	www.edu.gov.on.ca	(416) 325-2929	318
Elections Ontario - Election Finances Office (EFO)	www.newswire.ca/coef	(416) 325-9401	122
Energy, Science and Technology (EST)	www.est.gov.on.ca	(416) 327-6758	331
Environmental Commissioner (ECO)	www.eco.on.ca	(416) 325-3377	123
Environment (ENE)	www.ene.gov.on.ca	(416) 325-4000	336
Finance (FIN)	www.gov.on.ca/fin	1-800-263-7965	350
Francophone Affairs (OFA)	www.ofa.gov.on.ca	(416) 325-4949	382
Health and Long-Term Care (MOH)	www.gov.on.ca/health/	(416) 327-4327	383
Human Rights Commission	www.ohrc.on.ca	(416) 314-4500	198
Information and Privacy Commissioner (IPC)	www.ipc.on.ca	(416) 326-3333	123
Intergovernmental Affairs (MIA)	www.mia.gov.on.ca	(416) 325-4800	440
Integrity Commissioner (ICO)	integrity.oico.on.ca	(416) 314-8983	124
Labour (LAB)	www.gov.on.ca/lab/main.htm	(416) 326-7400	441
Legislative Assembly (MEM)	www.ontla.on.ca	(416) 325-7500	103
Legislative Library	www.ontla.on.ca/library/ libraryindex.htm	(416) 325-3900	117
Legislative Offices (LEG)		(416) 325-7500	103
Lieutenant Governor's Office (LTG)	www.lt.gov.on.ca	(416) 325-7780	101
Liquor Control Board	www.lcbo.com	1-800-668-5226	275
Lobbyists Registration Office	lobbyist.oico.on.ca	(416) 327-4053	124
Management Board of Cabinet (MBC)	www.gov.on.ca/mbs/english/mbs/ index.html	(416) 326-1234	461
Management Board Secretariat (MBC)	www.gov.on.ca/mbs/english/mbs/ index.html	(416) 326-1234	461
Municipal Affairs and Housing (MAH)	www.mah.gov.on.ca	(416) 585-7041	479
Native Affairs (NAT)	www.nativeaffairs.jus.gov.on.ca	(416) 326-4740	489
Natural Resources (MNR)	www.mnr.gov.on.ca	(416) 314-2000	492
Northern Development and Mines (NDM)	www.mndm.gov.on.ca	(416) 327-0633	519
Ombudsman Ontario (OBD)	www.ombudsman.on.ca	(416) 586-3300	125
Ontario Energy Board	www.oeb.gov.on.ca	(416) 481-1967	335
Ontario Labour Relations Board	www.gov.on.ca/lab/olrb/home.htm	(416) 326-7500	455
Ontario Mortgage Corporation		(416) 585-7183	480
Ontario Place Corporation	www.ontarioplace.com	(416) 314-9900	581
Ontario Provincial Police	www.gov.on.ca/opp	(705)-329-6111	542
Ontario Realty Corporation	www.orc.on.ca	(416) 327-3937	477
Ontario Securities Commission	www.osc.gov.on.ca	(416) 597-0681	379
Ontario Seniors' Secretariat	www.gov.on.ca/mczcr/seniors	(416) 326-7076	192
Ontario Women's Directorate	www.gov.on.ca/mczcr/owd	(416) 314-0300	193
OPSEU Pension Trust	www.optrust.com	(416) 681-6161	477
Provincial Auditor (OPA)	www.gov.on.ca/opa	(416) 327-2381	125
Shared Services Bureau		(416) 326-9300	472
Solicitor General (MSG)	www.sgcs.gov.on.ca	(416) 326-5000	539
Tourism, Culture and Recreation (TCR)	www.tourism.gov.on.ca	(416) 325-6666	567
Transportation (MTO)	www.mto.gov.on.ca	1-800-268-4686	597
Travel Information Centres	www.travelinx.com	(416) 314-0944	567
Training, Colleges and Universities (TCU)	www.edu.gov.on.ca	(416) 326-1600	584
Workplace Safety and Insurance Board	www.wsib.on.ca	(416) 344-1000	457

KWIC INDEX PACE COORDINATORS

Ministry/Office	Name	Phone Number
Agriculture, Food and Rural Affairs	Carol Lunod	(519)826-3878
Attorney General	Dave Goldsmith	(705)329-6820
Cabinet Office	Monika Cosway	(416)325-7650
Chief Election Officer	Maria R Cacciacarro	(416)326-1977
Citizenship	Pat Naylor	(416)314-7711
Community and Social Services	Daya Pramanick	(416)327-1627
Consumer and Business Services	Paul MacDonald	(416)326-8764
Correctional Services	Dave Goldsmith	(705)329-6820
Economic Development and Trade	Lynda Bond	(416)325-6759
Education	Quincy Romain	(416)326-3613
Elections Ontario - Election Finances Office	Maria R Cacciacarro	(416)326-1977
Energy, Science and Technology	Connie Careri	(416)327-7106
Environment	Abby Quan	(416)314-2284
Environmental Commissioner's Office	Cynthia Robinson	(416)325-3368
Finance	Charlaine Schwass	(905)433-5851
Francophone Affairs	Ghislain Albert	(416)325-4967
Health and Long-Term Care	Josie Borsellino	(416)327-0812
Information and Privacy Commissioner's Office	Sandra Menezes	(416)326-3918
Integrity Commissioner's Office	Lynn Morrison	(416)314-8983
Intergovernmental Affairs	Lynda Bond	(416)325-6759
Labour	Julie Jones	(416)326-7260
Legislative Offices	David Bogart	(416)325-7499
Lieutenant Governor's Office	Vania Cecchin	(416)325-7790
Management Board	Cristina Da Rocha	(416)327-2847
Municipal Affairs and Housing	Sherry Gonsalves	(416)585-7018
Native Affairs	Glenda Innis	(416)326-4753
Natural Resources	Sara Quade	(705)755-1416
Northern Development and Mines	Colette Montgomery	(705)564-7449
Ombudsman's Office	Dean Morra	(416)586-3353
Provincial Auditor's Office	John Sciarra	(416)327-2317
Solicitor General	Dave Goldsmith	(705)329-6820
Tourism, Culture and Recreation	Ruth Pinnegar	(416)325-1639
Training, Colleges and Universities	Quincy Romain	(416)326-3613
Transportation	Vivianne Tries	(905)704-2380

CONTENTS

INTRODUCTORY PAGES

Index/General Inquiry Numbers/Ministry Web Sites i
KWIC Index PACE Coordinators ii
KWIC Index and Other Publications iv
Access to Ontario Government Publications v
Queen's Park Area Map vi
The Ontario Parliament (Chart) viii
Cabinet and its Committees (Chart) ix
Ministry Identifiers x

ORGANIZATION INDEX 1-32
Alphabetical index of all organization names included in this book.

KEY WORD INDEX 33-98
An index of subject names and citations to help you locate the information you want. This section at the front of the book is easily identified by the vertical gray bar running along the edge of each page.

How to use the Key Word Index 34

ORGANIZATION DESCRIPTIONS 99-626
Includes access information and description for each organization/office. Organization descriptions are printed for each ministry under its own chapter heading. Some organizations have ***Services offered to the Public*** printed in italics immediately following the description within horizontal lines.

MINISTERIAL RESPONSIBILITY FOR ACTS 627

NOTE TO ONTARIO GOVERNMENT EMPLOYEES: REMEMBER TO RECYCLE YOUR OLD KWIC INDEX, SEE THE FOLLOWING INSTRUCTIONS.

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- Remove page markers and drop in white newspaper saver bin located in common areas.

Ontario Government Employees Outside Metro Toronto

- Call your building manager to ask if the recycler accepts KWIC INDEX directories, and if so, how to proceed.
- If the recycler does not accept KWIC INDEX directories, or your building does not have a recycling program, here's how to recycle:
  - Remove page markers,
  - pack in same cartons in which new books were received,
  - mark boxes "for recycling" and
  - send in bulk to your own ministry mailroom.

THIS DIRECTORY INCLUDES KNOWN CHANGES UP TO MAY 9, 2001

KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by Databases and Directories, Access and Inquiry Services, Information and Services Branch, Ministry of Consumer and Business Services. This directory is designed to provide a "key word" reference to descriptions of the Ontario government programs, and its organizations providing the services. These specific services are listed in italics within horizontal lines at the end of the office description. The directory also provides the address, a general inquiry number, fax number and the hours of service of each unit.

YEAR 2001

If you want to be informed of the availability of the next KWIC INDEX TO SERVICES, please email your inquiry to pace@gov.on.ca or mail this form to:

Ministry of Consumer and Business Services
Access and Inquiry Services
Databases and Directories
5th floor
880 Bay Street
Toronto, ON M7A 1N8

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES will be available.

Name: _____

Address: _____

_____

_____ Postal Code: _____

The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX, is organized by ministry, division, branch and agency. It contains some 35,000 names and telephone numbers of key government employees, including an alphabetical cross-referenced listing of names and telephone numbers. It also contains names, addresses and phone numbers of all the MPPs and their constituency offices. The preliminary pages provide general inquiry numbers of major government departments, Web addresses as well as Queen's Park area maps. There is also an index of major government programs and services at the back of the directory.

NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their ministry PACE Coordinator listed on page ii.

ACCESS TO ONTARIO GOVERNMENT PUBLICATIONS

INTERNET ORDERS

The Ontario government virtual bookstore is known as POOL (Publications Ontario On-Line). POOL is open for business 24 hours a day, 7 days a week at

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Toronto, ON M7A 1N8

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161 Elgin St., Level 2
(Ontario Court House)
Ottawa, ON K2P 2K1

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(613) 566-2235

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1-800-268-7095

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(416) 326-5324
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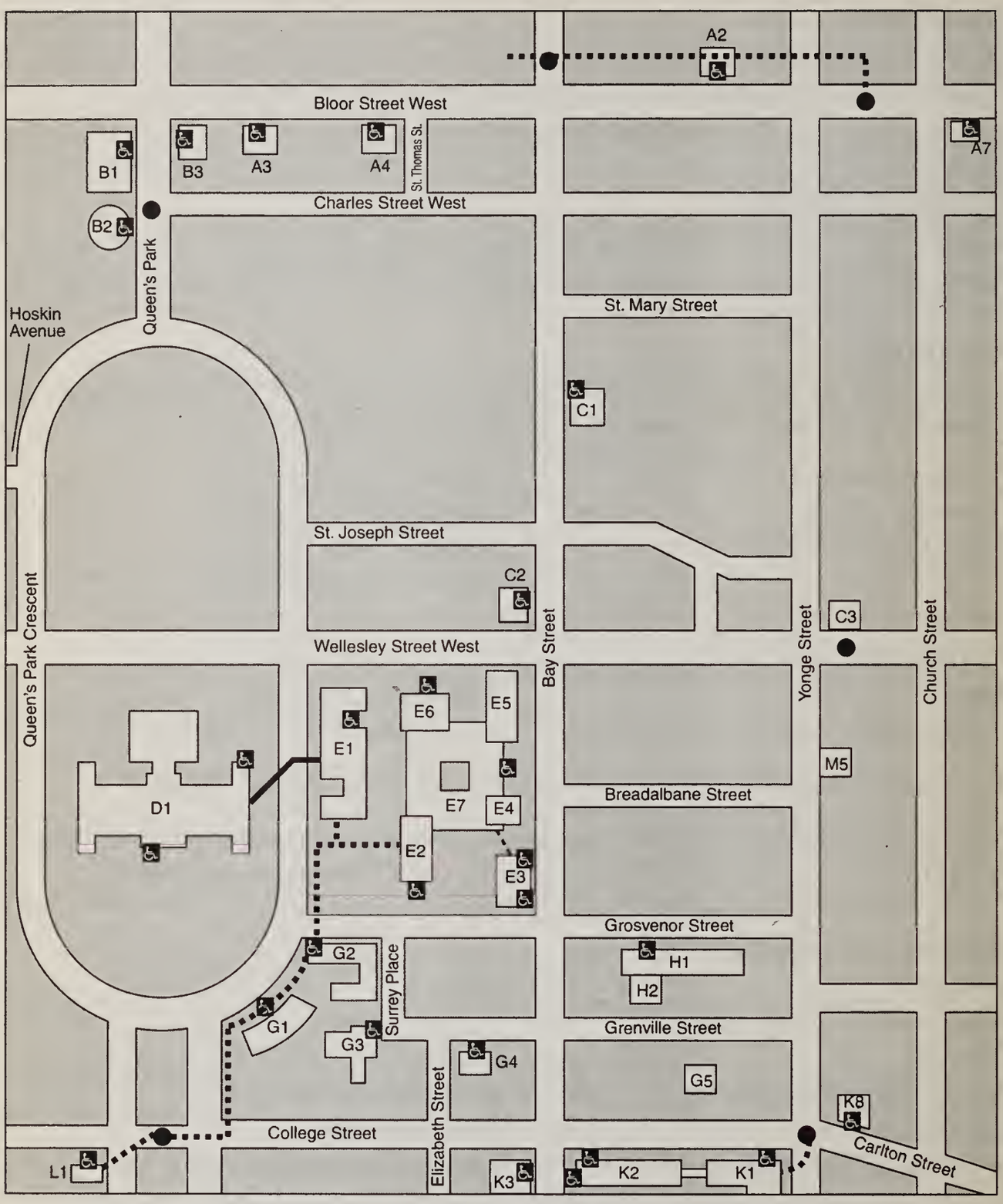
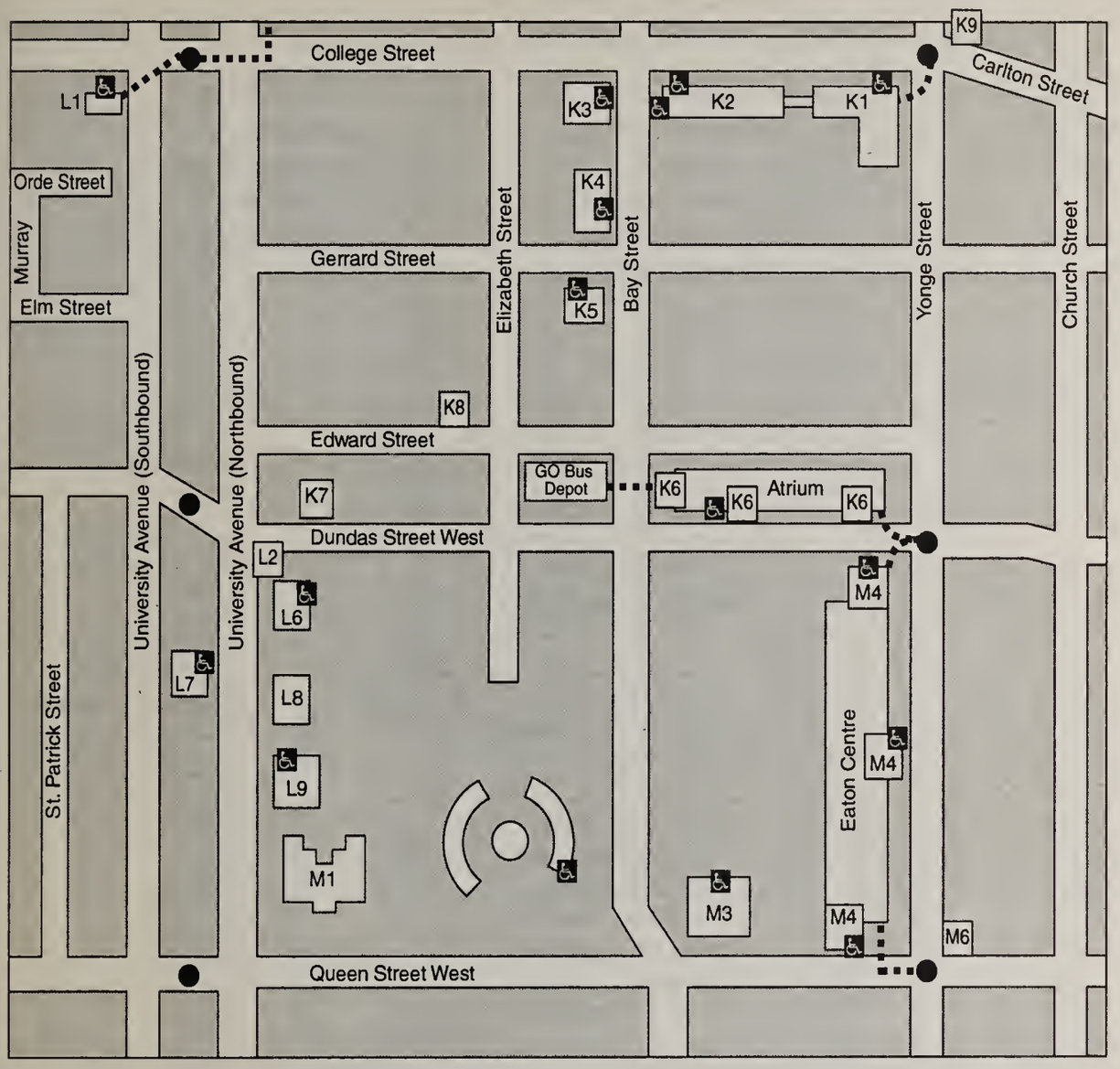
Debit cards are also accepted
for in-store purchase.**

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY ● **Subway** ♿ **Wheelchair Access** ▬ **Tunnel (Entrance from first basement)** ▪▪▪ **Subway tunnels**

LEGEND

A2 - 2 Bloor St. W.
A3 - 151 Bloor St. W.
A4 - 101 Bloor St. W.
A7 - 175 Bloor St. E.
B1 - 100 Queen's Park (Royal Ontario Museum)
B2 - 100 Queen's Park (Planetarium)
B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance)
C1 - 1075 Bay St. (The Citadel)
C2 - 56 Wellesley St. W.
C3 - 40 Wellesley St. E.
D1 - Legislative Building
E1 - 99 Wellesley St. W. (Whitney Block)
E2 - 80 Grosvenor St. (Hepburn Block)
E3 - 880 Bay St. 50 Grosvenor St.
E4 - 900 Bay St. (Mowat Block)
E5 - 900 Bay St. (Hearst Block)
E6 - 77 Wellesley St. W. (Ferguson Block)
E7 - 900 Bay St. (Macdonald Block)
G1 - 7 Queen's Park Cr. (Frost Building South)
G2 - 95 Grosvenor St. (Frost Building North)
G3 - 2 Surrey Place
G4 - 77 Grenville St. (Archives of Ontario)
G5 - 18 Grenville St. (Q.P. Credit Union)
H1 - 25 Grosvenor St. (George Drew Bldg.)
H2 - 26 Grenville St. (Coroner's Office)
K1 - 444 Yonge St. (Provincial and Small Claims Courts)
K2 - 777 Bay St. (College Park)
K3 - 790 Bay St.
K4 - 720 Bay St. (Attorney General)
K5 - 700 Bay St. (Lucliff Place)
K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 - 180 Dundas St. W.
K8 - 123 Edward St.
K9 - 2 Carlton St.
L1 - 700 University Ave. (Ont. Hydro)
L2 - 505 University Ave.
L6 - 439 University Ave.
L7 - 400 University Ave.
L8 - 393 University Ave.
L9 - 361 University Ave. (Court House)
M1 - 130 Queen St. W. (Osgoode Hall)
M3 - 60 Queen St. W. (Old City Hall)
M4 - Eaton Centre: includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower)
M5 - 415 Yonge St.
M6 - 1 Queen St. E.

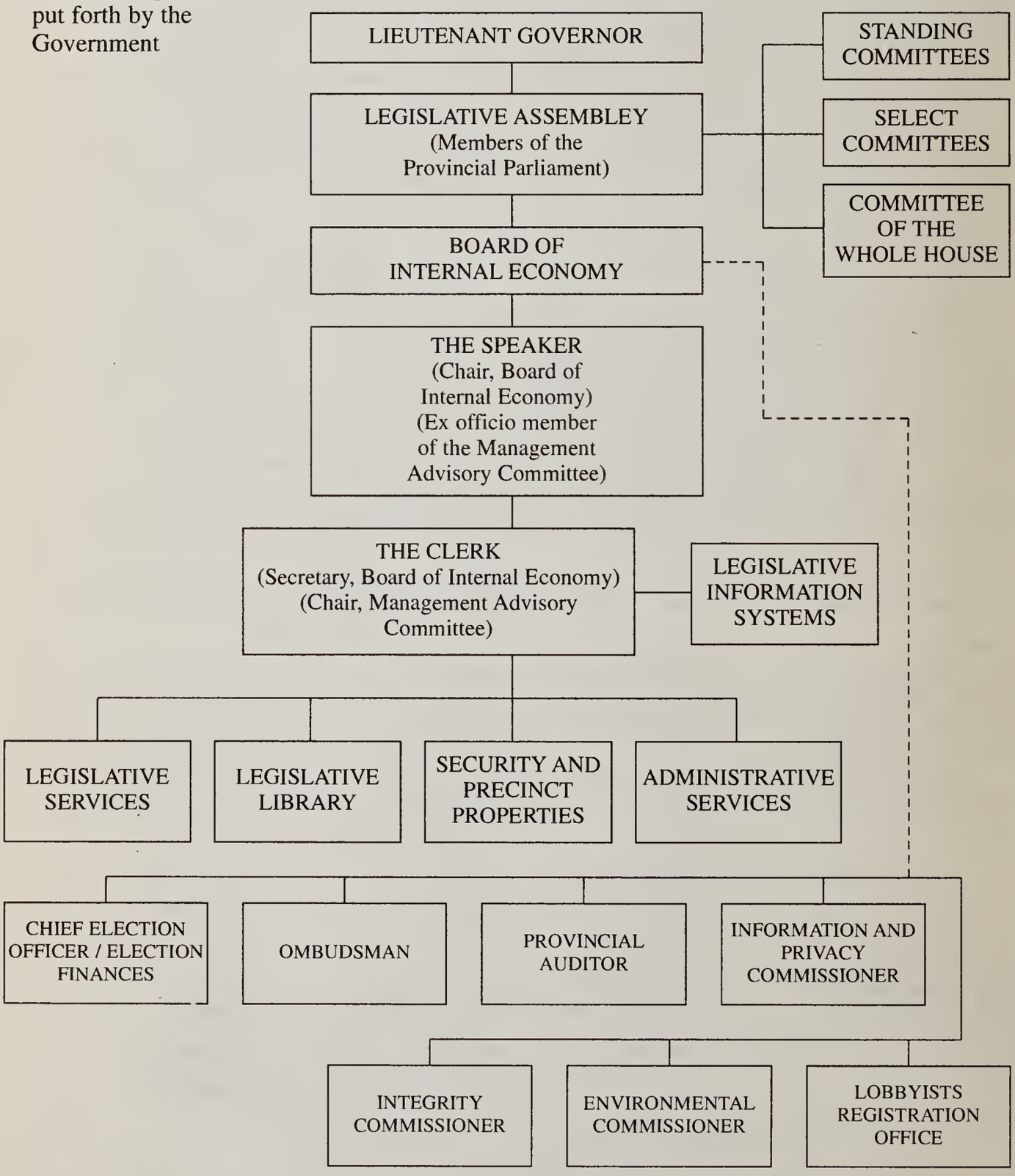
THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE
- formulates government policy
- administers government programs



CABINET AND ITS COMMITTEES

C Chair
VC Vice Chair
AM Associate Minister
PA Parliamentary Assistant

May 2001

CABINET

COMPOSED OF THE PREMIER AND ALL CABINET MINISTERS

Policy, Priorities and Communications Board of Cabinet (PPC)

- Premier (C)
- Finance
- Management Board
- Education
- Consumer & Business Services
- Economic Development & Trade
- Environment
- Labour
- Municipal Affairs & Housing

Management Board of Cabinet

- Management Board (C)
- Finance (VC)
- Community & Social Services
- Environment
- Natural Resources
- Health & Long-Term Care
- Minister w/o Portfolio (Whip)

Privatization & SuperBuild Committee

- Finance (C)
- Management Board
- Tourism, Culture & Recreation
- Economic Development & Trade
- Energy, Science & Technology
- Municipal Affairs & Housing (VC)
- Transportation
- Health & Long-Term Care (AM)

Statutory Business Committee (Legislation, Regulations & Orders)

- Attorney General (C)
- Intergovernmental Affairs
- Citizenship
- Correctional Services
- Training, Colleges & Universities
- Health & Long-Term Care (AM)
- Minister w/o Portfolio (Whip)
- Health & Long-Term Care (PA) (VC)

Policy Committees

- Health & Social Services
- Education
- Economic & Resource
- Environment
- Justice & Intergovernmental

MINISTRY IDENTIFIERS

Ministries are designated by the following identifiers. These identifiers are for the purpose of this directory only and are not approved designations. Agencies, boards and commissions will be listed under their parent ministry.

Identifier	Ministry/Agency
AGF	Agriculture, Food and Rural Affairs
CAB	Cabinet Office
CBS	Consumer and Business Services
CIT	Citizenship
CSS	Community and Social Services
ECO	Environmental Commissioner
EDT	Economic Development and Trade
EDU	Education
EFO	Elections Ontario - Election Finances Office
ENE	Environment
EST	Energy, Science and Technology
FIN	Finance
ICO	Integrity Commissioner (includes Lobbyists Registration Office)
IPC	Information and Privacy Commissioner
LAB	Labour
LEG	Legislative Offices
LTG	Lieutenant Governor's Office
MAG	Attorney General
MAH	Municipal Affairs and Housing
MBC	Management Board of Cabinet (includes Secretariat)
MCS	Correctional Services
MEM	Legislative Assembly (MPPs)
MIA	Intergovernmental Affairs
MNR	Natural Resources
MOH	Health and Long-Term Care
MSG	Solicitor General
MTO	Transportation
NAT	Native Affairs
NDM	Northern Development and Mines
OBD	Ombudsman Ontairo
OCE	Chief Election Officer
OFA	Francophone Affairs
OPA	Provincial Auditor
OPO	Premier and Cabinet Office
TCR	Tourism, Culture and Recreation
TCU	Training, Colleges and Universities

ORGANIZATION INDEX

Pages 1-32

ORGANIZATION INDEX

A

Aboriginal Healing and Wellness Strategy (CSS) 208
Aboriginal Health Office (MOH) 426
Aboriginal Issues Unit (MAG) 155
Aboriginal/Federal Relations (NAT) 489
Academic and Experience Requirements Committee of the Association of Ontario Land Surveyors (MNR) 514
Academic Standards and Evaluation (MSG) 561
Access and Inquiry Services (CBS) 235
Access Ontario (CBS) 235
Access To Professions and Trades Unit (TCU) 589
Accident Benefits Analysis Unit (FIN) 370
Accountant of the Superior Court of Justice (MAG) 178
Accounting Operations Unit (FIN) 362
Actuarial Services (FIN) 370
Administration (MAG) 153
Administration, Finance and Eligibility (MOH) 413
Administrative Coordination (MIA) 440
Administrative Services Division (LEG) 115
Adoption Disclosure Section (CSS) 213
Adult Institutional Services (MCS) 279
Advertising Review Board (MBC) 476
Advisory Council on Special Education (EDU) 328
Agency Relations Branch (TCR) 573
Agency Relations Office (MBC) 462
Agency Relations Section (CBS) 241
Agency Sector Coordination Unit (Regulatory and Adjudicative Agencies) (MBC) 470
Agri-Food Services, Leamington (AGF) 145
Agricorp (AGF) 145
Agricorp Business Services Division (AGF) 145
Agricultural Information Contact Centre (AGF) 132
Agricultural Rehabilitation and Development Directorate (AGF) 148
Agricultural Research Institute of Ontario (AGF) 148
Agriculture and Rural Division (AGF) 129
Agriculture, Food and Rural Affairs Appeal Tribunal (AGF) 148
Aids Bureau (MOH) 393
Air Ambulance Bases (MOH) 395
Air Policy and Climate Change Branch (ENE) 342
Alcohol and Gaming Commission of Ontario (CBS) 272
Alexandria Land Registry Office (Glengarry #14) (CBS) 248
Algoma District (MAG) 157
Algonquin Forestry Authority (MNR) 514
Almonte Land Registry Office (Lanark #27) (CBS) 248
Alternative Payment Programs Branch (MOH) 412
Alternative Payment Programs Unit (MOH) 412
Alternative Service Delivery (MCS) 279

Americas Branch (EDT) 315
Analytical Services and Cabinet Office Liaison (EDT) 309
Applied Research (MSG) 563
Applied Research and Development Branch (MNR) 510
Apprenticeship Reform Project (TCU) 589
Archives of Ontario (MBC) 463
Area Offices (ENE) 349
Area Teams (NDM) 536
Art Gallery of Ontario (TCR) 574
Arts and Cultural Industries Branch (TCR) 570
Arts and Cultural Industries Unit (TCR) 570
Assessment, Placement and Transfer (MCS) 280
Assessment Review Board (MAG) 152
Assets and Distribution (MBC) 473
Assistive Devices Program/Home Oxygen Program (MOH) 421
Athletic Commissioner's Office (CBS) 240
Audit (FIN) 364
Automobile Insurance Analysis Division (FIN) 369
Aviation and Forest Fire Management Branch (MNR) 500

B

Barrie Land Registry Office (Simcoe #51) (CBS) 248
Beef Cattle Financial Protection Program (AGF) 136
Bell Cairn Staff Development Centre (MCS) 283
Belleville Land Registry Office (Hastings #21) (CBS) 249
Blue Pages (CBS) 235
Board of Inquiry (Human Rights Code) (CIT) 198
Board of Negotiation (AGF) 149
Bookbinding Centre (CBS) 244
Bracebridge Land Registry Office (Muskoka #35) (CBS) 249
Brampton Land Registry Office (Peel #43) (CBS) 250
Branch Operational Support Services (MOH) 389
Brant County (MAG) 157
Brantford Land Registry Office (Brant #2) (CBS) 250
Bridge Office (MTO) 613
Briefings and Issues Unit (CSS) 200
Broadcast and Recording Service (LEG) 119
Broadcast Services (AGF) 128
Brockville Land Registry Office (Leeds #28) (CBS) 250
Bruce County (MAG) 157
Budget Secretariat (FIN) 351
Building Code Commission (MAH) 484
Business Analysis Unit (CSS) 206
Business and Fiscal Planning Branch (ENE) 338
Business and Fiscal Planning Branch (MAG) 154
Business Applications Support (AGF) 146
Business Development Branch (CBS) 234
Business Immigration (EDT) 313
Business Improvement Branch (MBC) 472

Business Improvement Office (MOH) 387
Business Improvement Team (CBS) 247
Business Operations Support Branch (MBC) 472
Business Planning and Administration (MSG) 558
Business Planning and Allocations Unit (CSS) 206
Business Planning and Corporate Services Branch (CBS) 270
Business Planning and Corporate Services Division (CSS) 205
Business Planning and Corporate Services Division (EST) 331
Business Planning and Expenditure Management Branch (MBC) 471
Business Planning and Finance Branch (EDT) 306
Business Planning and Financial Management Branch (MBC) 465
Business Planning Secretariat (NDM) 520
Business Policy and Planning Division (MAG) 153
Business Self-Help Offices (NDM) 537
Business Services Branch (EDU) 320
Business Solutions Branch (FIN) 354
Business Solutions Consultants (MSG) 540
Business Solutions Division (CSS) 202
Business Solutions Division (MOH) 384
Business Solutions Services (NDM) 522
Business Transformation Project (CSS) 207

C

Cabinet Office (CAB) 101
Cancer Care Ontario (MOH) 429
Capacity Assessment Office (MAG) 177
Capital Markets Division (FIN) 375
Capital Markets Treasury Division (FIN) 375
Capital Services Branch (MOH) 389
Carrier Enforcement Program Office (MTO) 619
Carrier Safety and Enforcement Branch (MTO) 618
Carrier Safety Policy Office (MTO) 619
Carrier Sanctions and Investigation Office (MTO) 619
Cayuga Land Registry Office (Haldimand #18) (CBS) 251
Cemeteries Regulation Section (CBS) 240
Central District Field Offices (TCU) 592
Central East Driver Examination Coordinator (MTO) 620
Central Public Health Laboratory (MOH) 419
Central Region (AGF) 130
Central Region (EDT) 307
Central Region (ENE) 345
Central Region (LAB) 454
Central Region (TCR) 568
Central Region Drivers and Vehicles (MTO) 620
Central Region East (MOH) 416
Central Region West (MOH) 416
Central Services Unit (CSS) 213
Central South Emergency Health Services Field Office (MOH) 396
Central West Driver Examination Coordinator (MTO) 621

Centralized Finance and Administration (FIN) 364
Centre of Forensic Sciences (MSG) 558
Certification and Accreditation Unit (MSG) 562
Chaplaincy Services, Long Term Care and Mental Health (CSS) 213
Chaplaincy Services Ontario (MOH) 408
Charitable Property Program (MAG) 179
Chatham Land Registry Office (Kent #24) (CBS) 251
Chief Justice of the Ontario Court of Justice (MAG) 170
Chief Justice of the Superior Court of Justice (MAG) 171
Child Abuse Register Section (CSS) 214
Child and Family Services Review Board (CSS) 214
Child Welfare and Young Offenders Branch (CSS) 209
Child Welfare Review Unit (CSS) 214
Children with Special Needs Branch (Grosvenor St) (CSS) 209
Children's and Developmental Services Programs (CSS) 220
Children's Lawyer (MAG) 175
Children's Programs I&IT (CSS) 202
Children's Programs I&IT (MOH) 384
Citizens' Inquiry Bureau (CBS) 236
Citizenship Development Branch (CIT) 189
Citizenship Division (CIT) 189
Civil Remedies for Illicit Activities (MAG) 179
Civil Service Commission (MBC) 461
Claims Office (MTO) 600
Clerk of the Legislative Assembly (LEG) 114
Clerk's Office (LEG) 115
Client Account Unit (AGF) 135
Client Services (AGF) 129
Client Services Branch (MAG) 177
Cobourg Land Registry Office (Northumberland #39) (CBS) 252
Cochrane District (MAG) 157
Cochrane Land Registry Office (Cochrane #6) (CBS) 252
Collection Management Unit (MBC) 473
Collections and Compliance Branch (FIN) 361
College of Midwives of Ontario (MOH) 436
Colleges Branch (TCU) 587
Committees Branch (LEG) 119
Communications (NAT) 490
Communications and Corporate Affairs Branch (FIN) 351
Communications and Information Branch (MOH) 383
Communications and Marketing Branch (CSS) 200
Communications and Marketing Branch (LAB) 449
Communications and Public Affairs Branch (EDT) 304
Communications Branch (AGF) 127
Communications Branch (CIT) 192
Communications Branch (EDU) 318
Communications Branch (ENE) 336
Communications Branch (EST) 331
Communications Branch (MAG) 152
Communications Branch (MAH) 479
Communications Branch (MCS) 278

Communications Branch (MSG) 539
Communications Branch (MTO) 597
Communications Branch (TCR) 567
Communications Branch (TCU) 584
Communications Services Branch (CBS) 232
Communications Services Branch (MBC) 462
Communications Services Branch (MNR) 493
Communications Services Branch (NDM) 519
Community and Developmental Services Division (CSS) 207
Community and Developmental Services Programs Unit (CSS) 211
Community and Social Services I&IT (CSS) 202
Community and Social Services I&IT (MOH) 384
Community and Young Offender Services (MCS) 283
Community Care Access Centres (CCAC) (MOH) 430
Community Health Centre Program (CHC) (MOH) 393
Community Programs (MSG) 559
Community Programs Unit (MOH) 425
Community Services Unit (CSS) 208
Companies Branch (CBS) 243
Competitiveness Issues Unit (EDT) 309
Comprehensive Audit and Investigations (CSS) 205
Consent and Capacity Board (MOH) 433
Conservation Review Board (TCR) 574
Constituencies - Members of Provincial Parliament (MPPS) (MEM) 106
Constitutional Law Branch (MAG) 180
Construction and Operations Branch (MTO) 600
Construction Health and Safety Program (LAB) 444
Construction Office (MTO) 601, 610
Consumer Services (CBS) 239
Consumer Services and Compliance Section (CBS) 239
Contract/Service Management Branch (CBS) 234
Controllership Office (NDM) 521
Coordination and Analysis Unit (NDM) 538
Copyright Unit (CBS) 237
Cornwall Land Registry Office (Stormont #52) (CBS) 252
Corporate Aboriginal Policy and Management (NAT) 490
Corporate and Commodity Taxation Branch (FIN) 358
Corporate and Field Services Division (EDT) 306
Corporate and Quality Service Division (FIN) 351
Corporate Communications Bureau (MSG) 553
Corporate Coordination Office (MOH) 387
Corporate Finance Division (FIN) 376
Corporate Financial Services (MOH) 390
Corporate Labour Relations/Negotiations Secretariat (MBC) 463
Corporate Liaison and Resource Service (MOH) 403
Corporate Management and Services Division (EDU) 319
Corporate Management and Services Division (TCU) 584
Corporate Management Branch (MOH) 387
Corporate Management Division (ENE) 337
Corporate Planning and Finance Branch (FIN) 352
Corporate Policy (CIT) 194

Corporate Policy and Intergovernmental Affairs Branch (CSS) 205
Corporate Policy Branch (MBC) 471
Corporate Policy Branch (MOH) 422
Corporate Policy Secretariat (NDM) 520
Corporate Policy Unit (CSS) 205
Corporate Projects and Freedom of Information (AGF) 144
Corporate Resources Branch (CIT) 194
Corporate Services (FIN) 371
Corporate Services and Organizational Development Division (MOH) 387
Corporate Services Division (MNR) 492
Corporate Services Division (MTO) 598
Corporations Tax Branch (FIN) 361
Correctional Centres (MCS) 286
Correctional Investigation and Security Unit (MCS) 281
Correctional Policy Development (MCS) 285
Corrections (MCS) 279
Correspondence Unit (CSS) 201
Corridor Management Office (MTO) 604
Council of College of Veterinarians of Ontario (AGF) 149
Council of the Association of Ontario Land Surveyors (MNR) 515
Court of Appeal for Ontario (MAG) 170
Court Services Division (MAG) 156
Courthouses (MAG) 157
Courts of Justice (MAG) 170
Creative Services (AGF) 127
Criminal Injuries Compensation Board (MAG) 182
Criminal Intelligence Service Ontario (CISO) (MSG) 557
Criminal Law Division (MAG) 171
Criminal Profiling Unit (MSG) 554
Crop Technology (AGF) 132
Crown Law Office - Civil (MAG) 180
Crown Timber Board of Examiners (MNR) 515
Cultural Agency Coordination (TCR) 570
Culture, Sport and Recreation Division (TCR) 569
Culture, Sport and Recreation's Agencies (TCR) 574
Curriculum and Assessment Policy Branch (EDU) 326
Custody Review Board (CSS) 214
Customer Action Centre (AGF) 148
Customer Information Services Office (MTO) 598
Customer Relations (CSS) 203
Customer Relations (MOH) 385
Customer Service (MBC) 466
Customer Service and Marketing Unit (CBS) 237
Customer Service Branch (MBC) 472

D

Dairy Food Safety Program (AGF) 137
Data Management and Analysis Office (MTO) 616
Data Management Unit (MOH) 400
Database Management (NDM) 523
Databases and Directories (CBS) 236
Debt Recovery Regulation Unit (CBS) 241
Delivery of Government Services (NDM) 530
Demonstration Schools (EDU) 325
Deposit Insurance Corporation of Ontario (FIN) 368
Deposit-Taking Institutions Policy (FIN) 357
Deputy Fire Marshal (MSG) 562
Desk Audit (FIN) 361
Detachments (MSG) 546, 548, 551
Detention Centres (MCS) 287
Developmental Services Branch (CSS) 208
Diabetes Program (MOH) 394
Direct Payment and Regulatory Programs (MOH) 425
Directors of Crown Operations (MAG) 171
Disability Adjudication Unit (CSS) 215
Disease Control Service (MOH) 403
Dispute Resolution Group (FIN) 371
District Health Councils (MOH) 434
District Offices (EDU) 322
District Offices (LAB) 446, 447, 448
Division Services Office (MTO) 612
Divisional Coordination Unit (MOH) 388
Divisional Decision Support Unit (MOH) 400
Divisional Finance (MOH) 399
Divisional Finance - Hospitals (MOH) 399
Divisional Finance - Long-Term Care (MOH) 399
Divisional Finance - Mental Health (MOH) 400
Domestic Marketing Unit (AGF) 139
Domestic Violence Work Team (MAG) 183
Drainage and Hydrology Engineering (MTO) 604
Drive Clean Office (ENE) 340
Driver Examination Centre/MTO Issuing Office (MTO) 620
Driver Examination Centres and Enforcement Offices (MTO) 609, 608
Drivers and Vehicles Field Business Review Office (MTO) 623
Drug Programs Branch (MOH) 413
Drug Programs Management Unit (MOH) 414
Drug Quality and Therapeutics Committee (MOH) 436
Drug Testing Laboratory (MOH) 419
Dufferin County (MAG) 158
Durham (MAG) 158

E

Early Years & Healthy Child Development Branch (Grosvenor St) (CSS) 209
Early Years Challenge Fund Branch (CSS) 210
East Region (AGF) 130
Eastern District Field Offices (TCU) 593
Eastern Emergency Health Services Field Office (MOH) 396
Eastern Region (EDT) 308
Eastern Region (ENE) 345
Eastern Region (TCR) 568
Eastern Region - Ottawa (MOH) 417
EBC Staff - Hearst Block Operation (EDT) 305
Economic Development (AGF) 133
Economic Development and Partnerships (CIT) 193
Economic Development Strategy Branch (EDT) 309
Economics and Business Cluster - Information and Information Technology (CBS) 233
Economics and Business Cluster - Information and Information Technology (EDT) 304
Economics and Business Cluster - Information and Information Technology (EST) 332
Economics and Business Cluster - Information and Information Technology (LAB) 441
Education Finance Branch (EDU) 321
Education Information Service (EIS) (LAB) 451
Education Quality and Accountability Office (EDU) 328
Education Relations Commission/College Relations Commission (LAB) 456
Elections Ontario - Election Finances Office (EFO) 122
Electrical Safety Authority (ESA) (CBS) 242
Electricity Policy Branch (EST) 332
Electricity Restructuring Office (EST) 332
Electronic Gaming Branch (CBS) 272
Elementary/Secondary Business and Finance Division (EDU) 320
Elgin County (MAG) 158
Emergency Health Services Branch (MOH) 395
Emergency Management Information Programs (MSG) 559
Emergency Measures Ontario (MSG) 558
Emergency Situation Response Team (AGF) 143
Employee Services Branch (EDT) 306
Employee Transition Unit - Central/Eastern Region (MCS) 282
Employment and Business Development Division (EDT) 308
Employment and Labour Policy Branch (LAB) 450
Employment Practices Branch (LAB) 443
Employment Standards (LAB) 443
Employment Supports Unit (CSS) 229
Energy Division (EST) 332
Energy Policy Branch (EST) 333
Enforcement Branch (MNR) 494
Engineering Office (MTO) 603, 610
Engineering Standards Branch (MTO) 612
Entrepreneurship (EDT) 307
Environmental Assessment and Approvals Branch (ENE) 344
Environmental Bill of Rights Office (ENE) 338
Environmental Commissioner of Ontario (ECO) 123

Environmental Health and Toxicology Unit (MOH) 404
Environmental Liaison Office (ENE) 342
Environmental Monitoring and Reporting Branch (ENE) 340
Environmental Partnerships Branch (ENE) 341
Environmental Review Tribunal (ENE) 348
Environmental Sciences and Standards Division (ENE) 339
Environmental Swat Team (ENE) 344
Epidemiology and Surveillance Unit (MOH) 404
Equal Opportunity and Disability Access Branch (CIT) 190
Equal Opportunity and Disability Partnerships (CIT) 191
ESD Implementation (Individuals) (CBS) 234
Essex County (MAG) 158
Estates Administration Department (MAG) 177
Executive Director's Office (LEG) 118
Executive Director's Office (MOH) 423
Exhibit Services (AGF) 128
Export Analysis and Services Section (EDT) 316
Export Marketing Unit (AGF) 139
External Relations and Communications Branch (FIN) 380

F

Facilities and Operation Services Branch (MTO) 598
Facilities Management Branch (MAG) 154
Facilities Management Services (AGF) 144
Facilities Management Services (MOH) 391
Family Health and Injury Prevention (MOH) 404
Family Justice Services Division (MAG) 175
Family Responsibility Office (CSS) 210
Farm Business Registration (AGF) 146
Farmlands Property Class Tax Programs (AGF) 141
Field Audit Offices (FIN) 362
Field Offices (LAB) 453
Field Offices and Provincial Central Ambulance Communications Centres (CACC) (MOH) 396
Field Operations (MSG) 562
Field Services Branch (EDU) 322
Field Services Division (MNR) 494
Finance and Administration Branch (LAB) 442
Finance and Business Services Branch (MNR) 493
Finance and Business Systems (MCS) 283
Finance and Information Management Branch (MOH) 399
Finance and Information Technology Unit (CSS) 211
Finance Branch (MTO) 599
Finance Information and Information Technology Cluster (FIN) 354
Finance Service Delivery Branch (MBC) 473
Financial Analysis Branch (FIN) 355
Financial and Protection Services (AGF) 146
Financial Hardship Unlocking Section (FIN) 373
Financial Management Branch (AGF) 142

Financial Planning (NDM) 521
Financial Planning and Business Management Branch (CSS) 206
Financial Reporting Unit (CSS) 207
Financial Resources Unit (MCS) 284
Financial Services (LEG) 116
Financial Services Commission (FIN) 369
Fire Evaluation (MSG) 563
Fire Protection Services - Municipal Review (MSG) 562
Fire Safety Commission (MSG) 564
Fire Safety Standards (MSG) 564
Fiscal and Financial Policy Division (FIN) 355
Fiscal Planning Branch (FIN) 355
Fiscal Strategies Branch (MOH) 389
Fish and Wildlife Advisory Board (MNR) 515
Fish and Wildlife Branch (MNR) 501
Fish Culture Stations (MNR) 502
Food Industry Competitiveness Branch (AGF) 135
Food Industry Division (AGF) 135
Food Inspection Branch (AGF) 136
Food Safety System Development Branch (AGF) 140
Food Services (Sodexho Marriott) (LEG) 116
Forensic Pathology Unit (MSG) 560
Forensic Psychiatry (MSG) 554
Forest Management Branch (MNR) 501
Forests Division (MNR) 500
Forms Management Service (MBC) 474
Fort Frances Land Registry Office (Rainy River #48) (CBS) 253
Fraud Programs (MOH) 419
Freedom of Information (MTO) 625
Freedom of Information/Protection of Privacy Unit (CIT) 194
Freedom of Information and Privacy (EDU) 319
Freedom of Information and Privacy (TCU) 585
Freedom of Information and Privacy - Attorney General (MAG) 155
Freedom of Information and Privacy - Attorney General (MCS) 301
Freedom of Information and Privacy - Attorney General (MSG) 556
Freedom of Information and Privacy Unit (MAH) 479
Freedom of Information and Protection of Privacy Office (CBS) 271
Freedom of Information and Protection of Privacy Office (FOI) (FIN) 352
Freedom of Information and Protection of Privacy Office (MOH) 388
Freedom of Information and Protection of Privacy Section (CSS) 201
Freedom of Information and Recorded Information Management Office (ENE) 338
Freight Office (MTO) 617
French-Language Education and Educational Operations (EDU) 322
French-Language Education Policy and Programs Branch (EDU) 323
French Language Health Services (MOH) 401
French Language Services (CBS) 271
French Language Services (LAB) 450
French Language Services (LEG) 115
French Language Services (MAG) 156
French Language Services (MCS) 301
French Language Services (MSG) 556

French Services (ENE) 339
Frontenac County (MAG) 159

G

General Administrative Services Delivery Branch (MBC) 473
Geographic Information Ontario (MNR) 512
Geographic Profiling Unit (MSG) 555
Geomatics Office (MTO) 613
Geoscience Assessment Office (NDM) 525
Geoscience Laboratories Section (NDM) 522
Geosmart (MNR) 511
Goderich Land Registry Office (Huron #22) (CBS) 253
Gore Bay Land Registry Office (Manitoulin #31) (CBS) 254
Government Caucus Office (LEG) 122
Government Information Centre (AGF) 128
Government Mail and Print Services (MBC) 474
Government Mobile Communications Office (MBC) 468
Government Translation Service Unit (MBC) 474
Grain Financial Protection Board (AGF) 149
Grey County (MAG) 159
Grievance Settlement Board (LAB) 452
GTA Emergency Health Services Field Office (MOH) 397
Guelph Land Registry Office (Wellington #61) (CBS) 254

H

Haileybury Land Registry Office (Timiskaming #54) (CBS) 254
Haldimand (MAG) 159
Halton (MAG) 159
Hamilton (MAG) 159
Hamilton Land Registry Office (Wentworth #62) (CBS) 255
Hansard Reporting and Interpretation Services (LEG) 120
Hastings (MAG) 160
Hawkesbury Land Registry Office (Prescott #46) (CBS) 255
Healing Arts Radiation Protection Commission (HARP) (MOH) 436
Health Boards Secretariat (MOH) 436
Health Care Programs (MOH) 393
Health Care Programs Division (MOH) 393
Health Care Programs I&IT (CSS) 203
Health Care Programs I&IT (MOH) 384
Health Economics Branch (MOH) 423
Health Information Management Unit (MOH) 427
Health Network Operations and Development (HNOD) (MOH) 414
Health Planning Branch (MOH) 423
Health Professions Appeal and Review Board (MOH) 437
Health Professions Regulatory Advisory Council (MOH) 425
Health Promotion Program (MOH) 394

Health Reform Implementation Team (MOH) 407
Health Services Appeal and Review Board (MOH) 437
Health Services Division (MOH) 412
Health Services Programs I&IT (CSS) 203
Health Services Programs I&IT (MOH) 385
Health System Performance Unit (MOH) 427
Health System Policy Unit (MOH) 427
Heritage and Libraries Branch (TCR) 570
Heritage Operations (TCR) 571
Heritage Policy and Program Development (TCR) 571
Highway Design Office (MTO) 613
Horticulture (AGF) 137
Housing Development and Buildings Branch (MAH) 481
Human Resources (CIT) 195
Human Resources (LEG) 116
Human Resources and Change Management Branch (MBC) 466
Human Resources and Organizational Development Branch (MOH) 392
Human Resources Branch (AGF) 142
Human Resources Branch (CBS) 271
Human Resources Branch (CSS) 207
Human Resources Branch (EDU) 319
Human Resources Branch (ENE) 339
Human Resources Branch (FIN) 352
Human Resources Branch (LAB) 442
Human Resources Branch (MAG) 154
Human Resources Branch (MNR) 493
Human Resources Branch (MTO) 599
Human Resources Branch (TCU) 585
Human Resources Division (MBC) 463
Human Resources Management (NDM) 521
Human Resources Service Delivery Branch (MBC) 475
Human Resources Services Branch (MBC) 465
Human Resources Unit (CSS) 211
Human Rights and Disability Access (CIT) 191
Human Services Cluster, Information and Information Technology (CSS) 202
Human Services Cluster, Information and Information Technology (MOH) 383
Huron (MAG) 160
Huronia Historical Parks (TCR) 573

I

Immigration and Settlement (CIT) 189
Implementation and Transition Secretariat (ENE) 337
Income Support Policy Unit (CSS) 229
Income Tax Related Programs Branch (FIN) 363
Independent Health Facilities Program (MOH) 412
Independent Investigations Unit (MCS) 278
Independent Investigations Unit (MSG) 539
Independent Learning Centre (EDU) 323
Industrial and Financial Policy Branch (FIN) 356

Industrial Health and Safety Program (LAB) 444
Industrial Sectors Policy (FIN) 357
Industry Liaison Section (CBS) 242
Industry Sectors (LAB) 458
Information Access Services Section (MNR) 512
Information Analysis and Reporting Unit (MOH) 400
Information and Administrative Services (LAB) 445
Information and Communications Technologies Branch (EDT) 310
Information and Communications Technologies Branch (EST) 334
Information and Information Technology Branch (NDM) 520
Information and Information Technology-Strategic Planning & Information Management (FIN) 354
Information and Marketing Services Section (NDM) 523
Information and Privacy Commissioner/Ontario (IPC) 123
Information and Services Branch (CBS) 235
Information Infrastructure Systems (MNR) 513
Information Management and IT Security (CSS) 203
Information Management and IT Security (MOH) 385
Information Management and Technology Branch (ENE) 339
Information Management Branch (EDU) 321
Information Management Solutions (MBC) 475
Information Management Unit (MCS) 281
Information Management Unit (MOH) 400
Information Planning and Implementation Unit (MOH) 401
Information Resource Management Branch (MNR) 511
Information Resources Branch (LEG) 118
Information Technology Executive Lead, Courts (MSG) 541
Information Technology Management Branch (AGF) 142
Information Technology Services (EDU) 326
Information Technology Services (TCU) 586
Information Technology Services Branch (FIN) 354
Infrastructure Renewal Project (MCS) 279
Infrastructure Strategies and Communications Division (FIN) 379
Infrastructure Strategies Branch (FIN) 380
Infrastructure Support Branch (MSG) 541
Innovation and Business Development Branch (EDT) 310
Innovation and Risk Management Branch (AGF) 143
Innovation Unit (AGF) 143
Institutional Programs Unit (MOH) 426
Institutions (MCS) 286
Insurance and Cooperatives Policy (FIN) 357
Intake, Investigations and Treatment Decisions Unit (MAG) 177
Integrated Environmental Planning Division (ENE) 342
Integrated Financial Information System (IFIS) (FIN) 356
Integrated Justice Information Technology Division (MAG) 179
Integrated Justice Information Technology Division (MCS) 300
Integrated Justice Information Technology Division (MSG) 540
Integrated Justice Project (MCS) 280
Integrated Justice Project (MSG) 541
Integrated Policy and Planning Division (MOH) 422
Integrated Service Delivery Division (CBS) 234

Integrated Services for Children Division (CSS) 209
Integrated Services for Children Division (MOH) 428
Intelligent Transportation Systems Office (MTO) 616
Inter-Ministry Council on Science, Technology and Innovation (EST) 334
Intergovernmental Affairs Unit (CSS) 206
Intergovernmental Policy Unit (MOH) 422
Internal Administrative Services Division (LAB) 442
Internal Audit Division (MBC) 464
Internal Audit Service (MOH) 392
Internal Audit Services (CBS) 232
Internal Audit Services (CIT) 192
Internal Audit Services (EDT) 307
Internal Audit Services (ENE) 336
Internal Audit Services (FIN) 350
Internal Audit Services (MBC) 465
Internal Audit Services (NDM) 521
Internal Audit Services (TCU) 586
Internal Audit Services Branch (EDU) 320
Internal Ministry Services Division (MBC) 464
International Capital Projects Branch (EDT) 316
International Investment Sales (EDT) 314
International Investment Services (EDT) 313
International Markets Branch (EDT) 316
International Relations and Protocol (EDT) 305
International Year of Volunteers (IYV) Project, 2001 190
Internet Applications (MBC) 467
Interparliamentary and Public Relations Branch (LEG) 120
Investigation Bureau (MSG) 554
Investigation Support Bureau (MSG) 554
Investigation Unit (MAH) 479
Investigations and Enforcement Branch (ENE) 344
Investigations Office (CBS) 239
Investment and Development Office (TCR) 567
Investment Branch (EDT) 312
Investment Development Unit (AGF) 136
Investment Division (EDT) 312
Investment Marketing and Sales Branch (EDT) 314
Investment Marketing Section (EDT) 315
iSERV Ontario (MBC) 466
Issues Management and Agencies, Boards and Commissions (LAB) 442
IT Procurement Planning (MBC) 469
IT Procurement Services (MBC) 469

J

Jails (MCS) 288
Journals and Procedural Research Branch (LEG) 120

K

Kenora District (MAG) 160
Kenora Land Registry Office (Kenora #23) (CBS) 256
Kent County (MAG) 160
Key Investment Account Program (EDT) 313
Kingston Land Registry Office (Frontenac #13) (CBS) 256
Kitchener District (MTO) 611
Kitchener Land Registry Office (Waterloo #58) (CBS) 256
Knowledge Management Unit (MOH) 423
Knowledge Products Unit (MOH) 423

L

Laboratories Branch (MOH) 419
Laboratory Licensing and Inspection Service (MOH) 420
Laboratory Services Branch (ENE) 341
Labour and Demographic Analysis Branch (FIN) 358
Labour Management Services (LAB) 450
Labour Market Information/Research Unit (TCU) 589
Labour Market Policy Development and Intergovernmental Relations Unit (TCU) 590
Labour Market Policy Planning and Research Branch (TCU) 589
Labour Relations Branch (EDU) 321
Lambton County (MAG) 160
Lanark County (MAG) 161
Land and Resource Data Administration Section (MNR) 513
Land Registry Offices (CBS) 248
Land Use Policy Branch (ENE) 342
Lands and Waters Branch (MNR) 502
Languages of Instruction Commission of Ontario (EDU) 328
Leeds and Grenville (MAG) 161
Legal Aid Ontario (MAG) 176
Legal Aid Policy and Liaison (MAG) 176
Legal Branch (FIN) 376
Legal Projects (MAG) 180
Legal Services (CBS) 233
Legal Services (NDM) 520
Legal Services Branch (AGF) 129
Legal Services Branch (CIT) 195
Legal Services Branch (CSS) 204
Legal Services Branch (EDT) 305
Legal Services Branch (EDU) 320
Legal Services Branch (ENE) 337

Legal Services Branch (FIN) 372
Legal Services Branch (LAB) 441
Legal Services Branch (MBC) 462
Legal Services Branch (MCS) 279
Legal Services Branch (MNR) 494
Legal Services Branch (MOH) 386
Legal Services Branch (MSG) 540
Legal Services Branch (MTO) 597
Legal Services Branch (NAT) 490
Legal Services Branch (TCU) 585
Legal Services Division (MAG) 179
Legal Services Program Support (MAG) 180
Legal Services Program Support - Dispute Resolution Office (MAG) 181
Legal Services Program Support - Law Library (MAG) 181
Legislative Assembly of Ontario (MEM) 103
Legislative Counsel (MAG) 182
Legislative Information Systems (LEG) 115
Legislative Library (LEG) 117
Legislative Offices (LEG) 103
Legislative Security Service (LEG) 121
Legislative Services (LEG) 119
Lennox and Addington County (MAG) 161
Liberal Caucus Service Bureau (LEG) 122
Libraries (TCR) 571
Licence Appeal Tribunal (CBS) 274
Licensing and Control Branch - Operations (MTO) 622
Licensing and Control Branch - Planning (MTO) 622
Licensing and Enforcement Division (FIN) 372
Licensing and Registration (CBS) 273
Life Sciences and Technologies Branch (EST) 334
Lindsay Land Registry Office (Victoria #57) (CBS) 257
Liquor Control Board of Ontario (CBS) 275
Literacy and Basic Skills (TCU) 591
Livestock Financial Protection Board (AGF) 149
Livestock Medicines Advisory Committee (AGF) 150
Livestock Technology (AGF) 134
Lobbyists Registration Office (ICO) 124
Local Boards Liaison/Community Relations Unit (TCU) 590
London District (MTO) 611
London Land Registry Office (Middlesex #33) (CBS) 257
Long-Term Care (MOH) 410
Long-Term Care Redevelopment Project (MOH) 429

M

Macroeconomic Analysis and Policy Branch (FIN) 358
Mail Room (LEG) 117
Maintenance and Standards Unit (MAH) 482
Maintenance Office (MTO) 601
Maintenance Operations - London/Stratford District (MTO) 610
Management Board of Cabinet (MBC) 461
Management Board Secretariat (MBC) 461
Management Support Branch (CSS) 211
Manitoulin District (MAG) 161
Market Development (TCR) 581
Market Development Branch (AGF) 138
Marketing and Communications (EDT) 316
Marketing and Sales Division (AGF) 147
Marketplace Standards and Services Branch (CBS) 238
Materials Engineering and Research Office (MTO) 614
Materials Testing Laboratory (LAB) 445
MBS and Corporate Application Services (MBC) 467
McMichael Canadian Art Collection (TCR) 574
Measurement and Evaluation Unit (MCS) 300
Measurement and Evaluation Unit (MSG) 555
Meat Inspection Operations (AGF) 137
Meat Inspection Policy and Audit Services (AGF) 138
Media Studio (LEG) 119
Medical Eligibility Committee (MOH) 437
Medical Review Committee (MOH) 437
Mental Health and Rehabilitation Reform Branch (MOH) 424
Mental Health Law Educational Project (MOH) 438
Mental Health Legislative Policy Unit (MOH) 424
Mental Health Operations - Supportive Housing Unit (MOH) 402
Mental Health Program Policy Unit (MOH) 424
Mental Health Strategic Policy Unit (MOH) 424
Metro Toronto Convention Centre Corporation (TCR) 580
Metropolitan Toronto Land Registry Office (Land Titles #66) (CBS) 258
Metropolitan Toronto Land Registry Office #64 (CBS) 258
Middlesex County (MAG) 161
Milton Land Registry Office (Halton #20) (CBS) 259
Minden Land Registry Office (Haliburton #19) (CBS) 259
Mines and Minerals Division (NDM) 522
Mines and Minerals Information Centre (NDM) 528
Mines Group (NDM) 524
Mines Library (NDM) 523
Mining and Lands Commissioner (MNR) 492
Mining Health and Safety Program (LAB) 445
Mining Lands Dispositions Office (NDM) 526
Mining Lands Section (NDM) 525
Minister Responsible for Francophone Affairs (OFA) 382
Minister Responsible for Native Affairs (NAT) 489
Ministry Information Centre (FIN) 353

Ministry of Agriculture, Food and Rural Affairs (AGF) 127
Ministry of Citizenship (CIT) 189
Ministry of Community and Social Services (CSS) 200
Ministry of Consumer and Business Services (CBS) 232
Ministry of Correctional Services (MCS) 278
Ministry of Economic Development and Trade (EDT) 304
Ministry of Education (EDU) 318
Ministry of Energy, Science and Technology (EST) 331
Ministry of Finance (FIN) 350
Ministry of Health and Long-Term Care (MOH) 383
Ministry of Intergovernmental Affairs (MIA) 440
Ministry of Labour (LAB) 441
Ministry of Municipal Affairs and Housing (MAH) 479
Ministry of Natural Resources (MNR) 492
Ministry of Northern Development and Mines (NDM) 519
Ministry of the Attorney General (MAG) 152
Ministry of the Environment (ENE) 336
Ministry of the Solicitor General (MSG) 539
Ministry of Tourism, Culture and Recreation (TCR) 567
Ministry of Training, Colleges and Universities (TCU) 584
Ministry of Transportation (MTO) 597
Ministry Regional Offices (EDT) 307
MNR IT (LRC Computer Operations) Branch (MNR) 514
MOH/OPP Fraud Investigation Unit (MOH) 421
Monitoring Standards and Evaluation Unit (MOH) 402
Morrisburg Land Registry Office (Dundas #8) (CBS) 259
Motor Fuels and Tobacco Tax Branch (FIN) 365
Motor Vehicle Accident Claims Fund (FIN) 370
MTO Info (Inquiry Centre) (MTO) 598
MTO Road Condition Information (MTO) 599
Municipal Office (MTO) 617
Municipal Program and Community Services (CSS) 220
Municipal Services Offices (MAH) 482
Municipal Support Services Branch (MAH) 483
Muskoka (MAG) 162

N

Napanee Land Registry Office (Lennox #29) (CBS) 260
National and International Liaison Unit (EDU) 327
Native Affairs Unit (MNR) 495
Natural Resource Management Division (MNR) 501
Natural Resources Information Centre - Peterborough (MNR) 512
Natural Resources Information Centre - Toronto (MNR) 513
Negotiations (NAT) 490
Network Services (MBC) 467
New Democratic Party Caucus Services (LEG) 122
Newmarket Land Registry Office (York Region #65) (CBS) 260
Niagara North (MAG) 162
Niagara Parks Commission (TCR) 580

Niagara Region (TCR) 568
Niagara South (MAG) 162
Nipissing (MAG) 162
Normal Farm Practices Protection Board (AGF) 150
North Bay Land Registry Office (Nipissing #36) (CBS) 260
North Region (AGF) 131
Northeast Emergency Health Services Field Office (MOH) 397
Northeast Regional Office (NDM) 529
Northern Development Division (NDM) 530
Northern District Field Offices (TCU) 593
Northern Ontario Heritage Fund Corporation (NDM) 534
Northern Region (ENE) 346
Northern Region (TCR) 568
Northern Region - Sudbury (MOH) 417
Northern Services Implementation Project (NDM) 534
Northumberland County (MAG) 162
Northwest Emergency Health Services Field Office (MOH) 398
Northwest Region (LAB) 454
Northwest Regional Office (NDM) 529
Nursing Secretariat (MOH) 386

O

Occupational Health and Safety (MTO) 610
Occupational Health and Safety Branch (LAB) 444
Offender Transfer (MCS) 281
Offender Transportation Project (MCS) 280
Office for Urban Economic Development (EDT) 310
Office for Victims of Crime (MAG) 183
Office of Arbitration (LAB) 450
Office of Child and Family Service Advocacy (Advocacy Office) (CSS) 212
Office of Collective Bargaining Information (LAB) 451
Office of Consolidated Hearings (ENE) 348
Office of Economic Development Information (EDT) 311
Office of Economic Policy (FIN) 356
Office of Francophone Affairs (OFA) 382
Office of Legal Services - Toronto (FIN) 350
Office of Mediation (LAB) 451
Office of President and CEO (FIN) 380
Office of Strategic Intergovernmental Advice (MIA) 440
Office of the Anti-Racism Coordinator (MCS) 284
Office of the Budget and Taxation (FIN) 358
Office of the Chief Coroner (MSG) 560
Office of the Chief Election Officer (OCE) 124
Office of the Chief Information Officer, Community Services Cluster (EDU) 326
Office of the Chief Information Officer, Community Services Cluster (TCU) 586
Office of the Controller (FIN) 355
Office of the Corporate Chief Information Officer (MBC) 466
Office of the Corporate Chief Infrastructure Development (MBC) 468
Office of the Corporate Chief Strategist (MBC) 468

Office of the Employer Adviser (LAB) 453
Office of the Executive Director (LEG) 115
Office of the Fire Marshal (MSG) 561
Office of the Integrity Commissioner (ICO) 124
Office of the Lieutenant Governor of Ontario (LTG) 101
Office of the Ombudsman (FIN) 373
Office of the Provincial Auditor (OPA) 125
Office of the Secretary (NAT) 489
Office of the Sergeant-at-Arms (LEG) 121
Office of the Worker Adviser (LAB) 454
Official Documents (MBC) 474
Oil and Gas Section (EST) 333
Old Fort William (TCR) 573
Ombudsman Ontario (OBD) 125
Ontario Advisory Group on Safe Driving (MTO) 624
Ontario Arts Council (TCR) 575
Ontario Arts Council Foundation (TCR) 575
Ontario Board of Funeral Services (CBS) 275
Ontario Board of Parole (MCS) 302
Ontario Business Connects (CBS) 237
Ontario Case Costing Methodology Unit (MOH) 401
Ontario Civilian Commission on Police Services (MSG) 565
Ontario Clean Water Agency (ENE) 348
Ontario Council of Regents for Colleges of Applied Arts and Technology (TCU) 595
Ontario Court of Justice (MAG) 170
Ontario Crime Control Commission (MSG) 565
Ontario Cultural Attractions Fund (TCR) 575
Ontario Educational Communications Authority (TVOntario) (TCU) 595
Ontario Electricity Financial Corporation (FIN) 374
Ontario Electricity Restructuring Secretariat (FIN) 359
Ontario Energy Board (EST) 335
Ontario Farm Income Disaster Program (OFIDP) (AGF) 140
Ontario Farm Products Marketing Commission (AGF) 150
Ontario Film Review Board (CBS) 275
Ontario Financing Authority (FIN) 375
Ontario Fire College (MSG) 564
Ontario Food Terminal Board (AGF) 151
Ontario Forestry Council (MNR) 515
Ontario Geographic Names Board (MNR) 515
Ontario Geological Survey - Precambrian Geoscience (NDM) 527
Ontario Geological Survey - Resident Geologist Program (NDM) 528
Ontario Geological Survey - Sedimentary Geoscience Section (NDM) 530
Ontario Government Pharmaceutical and Medical Supply Service (MOH) 391
Ontario Graduate Scholarship Program - Selection Board (TCU) 596
Ontario Hepatitis C Assistance Plan (OHCAP) (MOH) 403
Ontario Heritage Foundation (TCR) 575
Ontario Highway Transport Board (MTO) 625
Ontario Honours and Awards Unit (CIT) 191
Ontario Housing Corporation (MAH) 484
Ontario Human Rights Commission (CIT) 198
Ontario Investment Service (EDT) 314

Ontario Labour Relations Board (LAB) 455
Ontario Library Service - North (TCR) 576
Ontario Lottery and Gaming Corporation (TCR) 580
Ontario Media Development Corporation (TCR) 577
Ontario Mental Health Foundation (MOH) 438
Ontario Midwifery Program (MOH) 394
Ontario Moose and Bear Allocation Advisory Committee (MNR) 516
Ontario Mortgage Corporation (MAH) 480
Ontario Motor Vehicle Industry Council (CBS) 242
Ontario Municipal Board and Board of Negotiation (MAG) 153
Ontario Native Affairs Secretariat (NAT) 489
Ontario Northland Transportation Commission (NDM) 538
Ontario Parent Council (EDU) 329
Ontario Parks (MNR) 503
Ontario Pension Board (MBC) 476
Ontario Place Corporation (TCR) 581
Ontario Police Arbitration Commission (MSG) 565
Ontario Police College (MSG) 557
Ontario Provincial Police (MSG) 542
Ontario Provincial Police Grievance Board (MBC) 477
Ontario Provincial Police Negotiating Committee (MBC) 477
Ontario-Quebec Jobs Protection Office (LAB) 452
Ontario-Quebec Policy Secretariat (LAB) 452
Ontario Racing Commission (CBS) 276
Ontario Realty Corporation (MBC) 477
Ontario Rental Housing Tribunal (MAH) 485
Ontario Review Board (MOH) 438
Ontario Science Centre (TCR) 577
Ontario Securities Commission (FIN) 379
Ontario Seniors' Secretariat (CIT) 192
Ontario Student Assistance Appeal Board (TCU) 596
Ontario Substance Abuse Bureau (MOH) 395
Ontario Superbuild Corporation (FIN) 379
Ontario Tourism Marketing Partnership Corporation (TCR) 581
Ontario Travel Information Centres (TCR) 567
Ontario Trillium Foundation (TCR) 578
Ontario Vital Statistics Improvement Project (ONVIP) (CBS) 244
Ontario Women's Directorate (CIT) 193
Ontario Works Branch (CSS) 231
Ontario's Promise (CSS) 204
Operational Support and Standards (MCS) 280
Operational Support Branch (MOH) 421, 401
Operations (FIN) 364
Operations Division (ENE) 343
Operations Division (LAB) 457, 443
Operations Division (MTO) 600
OPP Eric Silk Library (MSG) 553
OPP Museum (MSG) 553
OPSEU Pension Trust (MBC) 477
Orangeville Land Registry Office (Dufferin #7) (CBS) 261
Organizational Development Unit (CSS) 212

Organizational Effectiveness Branch (MAH) 480
Ottawa-Carleton (MAG) 162
Ottawa Congress Centre (TCR) 582
Ottawa Land Registry Office (Ottawa-Carleton #4) (CBS) 261
Ottawa River Regulation Planning Board (MNR) 516
Owen Sound Land Registry Office (Grey #16) (CBS) 262
Oxford County (MAG) 163

P

Parry Sound District (MAG) 163
Parry Sound Land Registry Office (Parry Sound #42) (CBS) 262
Passenger Office (MTO) 618
Pay Equity Commission (LAB) 456
Pay Equity Hearings Tribunal (LAB) 456
Peel (MAG) 163
Pembroke Land Registry Office (Renfrew #49) (CBS) 263
Pension and Income Security Policy Branch (FIN) 359
Pension Plans Branch (FIN) 373
Personal Income Taxation and Fiscal Arrangements Branch (FIN) 359
Personal Property Security Registration Branch (CBS) 246
Perth County (MAG) 163
Pesticides Advisory Committee (ENE) 349
Peterborough County (MAG) 163
Peterborough Land Registry Office (Peterborough #45) (CBS) 263
Pharmaceutical Services Coordination Unit (MOH) 414
Picton Land Registry Office (Prince Edward #47) (CBS) 264
Planning and Environmental Office (MTO) 605
Planning and Evaluation Unit (TCU) 590
Planning and Policy Division (MSG) 555
Planning Finance and Administration (CSS) 204
Planning, Finance and Administration (MOH) 386
Planning Section (MSG) 541
Planning Services (MAH) 484
Policing Services Division (MSG) 556
Policy Analysis Unit (AGF) 141
Policy Analysis Unit (EDU) 327
Policy and Communications Branch, Director's Office (FIN) 374
Policy and Consumer Protection Services Division (CBS) 238
Policy and Farm Finance Division (AGF) 139
Policy and Planning (MCS) 285
Policy and Planning Coordination Branch (MNR) 492
Policy and Program Branch (EDU) 326
Policy and Programs Branch (AGF) 140
Policy Branch (CBS) 241
Policy Branch (MAG) 155
Policy, Communications and Labour Management Services Division (LAB) 449
Policy Coordination Office (MTO) 615
Policy Coordination Unit (TCU) 590
Policy Development and Program Support Unit (EDT) 310

Policy Information and Research Unit (EDU) 327
Policy, Planning and Standards Division (MTO) 612
Polygraph Services Unit (MSG) 555
Population Health Service (MOH) 403
Population Health Strategies Unit (MOH) 427
Postsecondary Education Division (TCU) 586
Precinct Properties (LEG) 121
Prescott and Russell (MAG) 163
Prescott Land Registry Office (Grenville #15) (CBS) 264
Prevention of Chronic Diseases and Early Detection of Cancer (MOH) 404
Primary Care Networks and Health Service Organization Programs (MOH) 413
Prince Edward County (MAG) 164
Private and International Adoptions Section (CSS) 214
Probation (CSS) 223
Probation (Young Offender) (CSS) 219
Probation and Community Services Offices (CSS) 223, 224, 225, 226
Probation and Parole Offices (MCS) 291
Probation and Parole Offices - Metro Toronto (MCS) 298
Probation Offices (CSS) 221
Probation Services (CSS) 228
Processing Services (MBC) 468
Process/Methods and Practices (MBC) 467
Procurement Policy and IT Procurement Branch (MBC) 469
Professional and Specialized Services (LAB) 445
Professional Services (MCS) 281
Professional Standards Bureau (MSG) 543
Program and Resources Management (MTO) 602
Program Delivery and Operations Division (AGF) 147
Program Delivery Unit/Apprenticeship and Client Services (TCU) 592
Program Development and Evaluation Office (MTO) 602
Program Development and Standards (TCU) 594
Program Development Branch (MAG) 170
Program Development, Support and Standards (MCS) 282
Program Director, Hospitals (MOH) 407
Program Director, Long-Term Care Facilities (MOH) 407
Program Director, Mental Health (MOH) 407
Program Effectiveness Unit (MCS) 285
Program Management and Estimates Division (MBC) 470
Program Management Branch (MTO) 602
Program Management Division (CSS) 210
Program Operations (CIT) 193
Program Policy Branch (MOH) 425
Program Support (MAG) 176
Program Support (MSG) 543
Program Support (TCU) 595
Program Support, Compliance and Fraud Control Unit (CSS) 230
Program Support Services (MOH) 390
Programs and Transportation (NDM) 535
Project and Change Management Branch (MTO) 623
Project Coordination Branch (MAG) 156
Property Guardianship Services Department (MAG) 178

Property Office (MTO) 601
Property Section (MTO) 605
Property Tax Policy Branch (FIN) 360
Provider Services Branch (MOH) 415
Province of Ontario Savings Office Head Office (FIN) 376
Provincial- Municipal Liaison (CSS) 215
Provincial and Environmental Planning Office (MTO) 616
Provincial Judges Pension Board (MBC) 478
Provincial Local Finance Secretariat (FIN) 360
Provincial Local Funding Unit (FIN) 360
Provincial-Municipal Relations Division (MAH) 481
Provincial Operations Programs (MSG) 559
Provincial Parks (MNR) 503
Provincial Planning and Environmental Services Branch (MAH) 483
Provincial Recording Office (NDM) 526
Provincial Schools Authority (EDU) 329
Provincial Schools Branch (EDU) 324
Provincial Services Branch (CSS) 213
Provincial Training Section (CSS) 212
Psychiatric Hospitals (MOH) 408
Psychiatric Patient Advocate Office (MOH) 408
Public Appointments Unit (MOH) 388
Public Guardian and Trustee (MAG) 176
Public Health Agencies (MOH) 405
Public Health Branch (MOH) 402
Public Health Laboratories (MOH) 420
Public Office: Registrar General (CBS) 245
Public-Private Partnership Division (FIN) 380
Public Safety Division (MSG) 558
Publication Sales (NDM) 524
Publication Services (NDM) 524
Publications Ontario (CBS) 236
Publishing Subscription and Internet Services (CBS) 237
Publishing, Translation and Administration Unit (PTA) (CSS) 201
Purchasing Operations (LEG) 116

Q

Quality and Service Management (EDT) 308
Quality Assurance and Standards (AGF) 147
Quality Service Project Office (MBC) 465
Quality Services Project (MAG) 156
Queen's Park - Members of Provincial Parliament (MPPS) (MEM) 103

R

Rabies Advisory Council (MNR) 516
Radiation Protection Service (LAB) 446
Rainy River District (MAG) 164
Rates and Classifications (FIN) 371
Real Estate Council of Ontario (CBS) 242
Real Property Registration Branch (CBS) 247
Receiving (LEG) 117
Records Management (MOH) 391
Red Tape Commission (EDT) 317
Red Tape Secretariat (EDT) 311
Regional Administration and Support Services (MOH) 391
Regional and Corporate Services Division (CIT) 194
Regional and Corporate Services Division (TCR) 572
Regional and District Offices (MTO) 603
Regional Cancer Centres (MOH) 429
Regional Coroners (MSG) 560
Regional Directors (MTO) 603
Regional Drivers and Vehicles (MTO) 606
Regional Economic Development Branch (NDM) 535
Regional Economics and Innovation Policy (FIN) 357
Regional Headquarters (MSG) 543
Regional Offices - Hospitals, Long-Term Care and Mental Health Services (MOH) 409
Regional OHIP Offices (MOH) 416
Regional Operations Support I&IT (CSS) 203
Regional Operations Support I&IT (MOH) 385
Regional Public Health Laboratories (MOH) 420
Regional Services Branch (CIT) 195
Regional Tax Offices (FIN) 366
Regional/District Offices (ENE) 345
Regions (Northeast, Northwest, Southcentral) (MNR) 495
Registrar General Branch (CBS) 245
Registrar's Office/Financial Services Tribunal (FIN) 374
Registration and Claims Branch (MOH) 415
Registration and Licensing Office - Collections, Repossessions, Credit Reporting (CBS) . . . 239
Registration Division (CBS) 243
Registration Services Project Smart Card Health Initiatives (MOH) 419
Rehabilitation Program Policy Unit (MOH) 424
Renfrew County (MAG) 164
Rent Control Transition Unit (MAH) 485
Research and Corporate Services Division (AGF) 141
Research and Information Services Branch (LEG) 118
Research, Technology and Innovation Branch (EST) 334
Research Unit (MOH) 422
Resource Management and Program Support Office (CBS) 244
Resources and Economic Development Branch (MBC) 471
Resources Management (AGF) 134
Resources Management Office (MOH) 426
Resources Planning Office (MTO) 603

Retail Sales Tax Branch (FIN) 367
Retail Sales Tax Field Offices (FIN) 367
Returns Processing Centre (FIN) 362
Revenue and Data Processing (FIN) 353
Revenue Operations and Client Services Branch (FIN) 353
Risk Control Division (FIN) 376
Risk Management and Insurance Services Unit (MBC) 475
Risk Management Unit (AGF) 143
Road Safety Business Services Group (MTO) 623
Road Safety Marketing Office (MTO) 624
Road Safety Program Office (MTO) 624
Road User Safety Branch (MTO) 623
ROM Foundation (TCR) 579
Royal Botanical Gardens (TCR) 578
Royal Ontario Museum (TCR) 579
Rural Development Secretariat (AGF) 133
Russell Land Registry Office (Russell #50) (CBS) 264

S

Safety and Regulation Division (MTO) 618
Sales (TCR) 581
Sarnia Land Registry Office (Lambton #25) (CBS) 264
Sault Ste Marie Land Registry Office (Algoma #1) (CBS) 265
Savings Office Agencies (FIN) 377
Savings Office Locations (FIN) 377
School for the Blind (EDU) 325
Schools for the Deaf (EDU) 325
Science and Advisory Unit (AGF) 138
Science and Information Branch (MNR) 514
Science and Information Resources Division (MNR) 510
Science and Technology Division (EST) 333
Science North (TCR) 579
Secondary School Project (EDU) 327
Seconded Legal Services Branches (MAG) 181
Sector Competitiveness Branch (EDT) 311
Sector Liaison Branch (CBS) 241
Securities Policy (FIN) 357
Selection Systems and Appointment Unit (MSG) 557
Sergeant-at-Arms and Precinct Properties Division (LEG) 121
Service Delivery Strategy Branch (CBS) 238
Service Management Branch (AGF) 144
Service Systems Branch (MBC) 475
Shared Services Bureau (MBC) 472
Shibogama Interim Planning Board (MNR) 516
Simcoe County (MAG) 164
Simcoe Land Registry Office (Norfolk #37) (CBS) 265
Small Business Services (LAB) 459
Smart Card Project (MBC) 470
Social and Justice Branch (MBC) 471

Social Assistance and Employment Opportunities Division (CSS) 229
Social Assistance and Municipal Programs Unit (CSS) 212
Social Assistance Review Board (CSS) 231
Social Benefits Tribunal (CSS) 231
Soldiers' Aid Commission of Ontario (CSS) 215
Solutions Delivery and Support Branch (MSG) 542
South West Emergency Health Services Field Office (MOH) 398
Southern Ontario Library Service Offices (TCR) 576
Southwest Region (AGF) 131
Southwest Region (LAB) 454
Southwest Region - London (MOH) 418
Southwestern Region (EDT) 308
Southwestern Region (ENE) 346
Southwestern Region (TCR) 569
Speaker of the Legislative Assembly (LEG) 114
Special Education Tribunals - (English/French) (Ontario) (EDU) 329
Special Investigations Branch (FIN) 368
Special Investigations Unit (MAG) 182
Special Projects Unit (CSS) 230
Speciality Assessments Unit (FIN) 362
Spills Action Centre (ENE) 347
Sport and Recreation Branch (TCR) 572
St Catharines Land Registry Office (Niagara N #30) (CBS) 266
St Clair Parks Commission (TCR) 582
St Lawrence Parks Commission (TCR) 582
St Thomas Land Registry Office (Elgin #11) (CBS) 266
Staffing and Development Branch (MBC) 464
Stakeholders Relations Unit (FIN) 360
Standards Development Branch (ENE) 341
Statistical Services (MCS) 286
Statistics and Analysis Unit (CSS) 230
Stormont, Dundas and Glengarry (MAG) 164
Strategic Communications (AGF) 128
Strategic Communications Unit (CSS) 201
Strategic Corporate Support Division (CBS) 270
Strategic Health Policy Branch (MOH) 426
Strategic Intelligence Office (MTO) 615
Strategic Planning and Architecture (MNR) 513
Strategic Planning and Elementary/Secondary Programs Division (EDU) 326
Strategic Policy and Planning Office (MTO) 615
Strategic Policy Branch (MTO) 614
Strategic Procurement Branch (MBC) 476
Strategic Projects Branch (MTO) 615
Strategic Services and Contract Management (MOH) 392
Strategic Skills Development Unit (EDT) 312
Stratford Land Registry Office (Perth #44) (CBS) 266
Student Support Branch - Thunder Bay (TCU) 587
Subrogation (MOH) 390
Sudbury District (MAG) 164
Sudbury Land Registry Office (Sudbury #53) (CBS) 267
Superior Court of Justice (MAG) 171

Supply and Financial Services Branch (MOH) 389
Surveys and Plans Section (MTO) 605

T

Tax Advisory (FIN) 363, 364
Tax Appeals Branch (FIN) 368
Tax Policy and Farm Finance (AGF) 141
Tax Revenue Division (FIN) 361
Taxroll Administration Unit (FIN) 363
Technical Services Group (AGF) 147
Technical Standards and Safety Authority (CBS) 243
Technology and Business Solutions Branch (CIT/TCR) (CIT) 197
Technology Coordination Unit (MCS) 284
Technology Management (CSS) 204
Technology Management (MOH) 386
Telecommunications (LEG) 117
Telecommunications and IT Services Management (AGF) 144
Testing and Evaluation Unit (MSG) 562
Theatres Regulation Unit (CBS) 240
Threat Assessment Unit (MSG) 555
Thunder Bay District (MAG) 165
Thunder Bay Land Registry Office (Thunder Bay #55) (CBS) 267
Timiskaming District (MAG) 165
Toronto East Region (LAB) 455
Toronto Region (MAG) 165
Toronto Savings Offices (FIN) 378
Tourism Division (TCR) 572
Tourism Policy and Research Branch (TCR) 569
Trade and International Policy Branch (EDT) 312
Trade and Investment Marketing (NDM) 538
Trade Development Division/Ontario Exports Inc (EDT) 315
Traffic Office (MTO) 614
Training Division (TCU) 588
Transfer Payments and Financial Reporting Branch (EDU) 322
Transition Planning (MCS) 282
Transition Secretariat (MBC) 476
Transportation I&IT Cluster (MTO) 625
Transportation Planning Branch (MTO) 616
Transportation Policy Branch (MTO) 617
Travel Industry Council of Ontario (CBS) 243
Tribunal Offices (MAH) 485
Trilcor Industries (MCS) 282
Trillium Drug Program (MOH) 414

U

Universities Branch (TCU) 588
Urban Planning Office (MTO) 617
US Investment Sales (EDT) 315

V

Victim Services Division (MAG) 182
Victim Services Unit (MAG) 183
Victim Services Unit (MCS) 302
Victims' Support (MAG) 184
Victim/Witness Assistance Programme (MAG) 184
Victoria and Haliburton (MAG) 168
Video Remand Project (MSG) 542
Videoconference (NDM) 519
Violence Prevention (CIT) 193
Volunteerism Initiatives Unit (CIT) 190

W

Walkerton Land Registry Office (Bruce #3) (CBS) 268
Walkerton Projects (MAG) 181
Waste Management Policy Branch (ENE) 343
Water Policy Branch (ENE) 343
Waterloo (MAG) 169
Welland Land Registry Office (Niagara S #59) (CBS) 268
Wellington County (MAG) 169
West Central Region (ENE) 347
Western District Field Offices (TCU) 594
Whitby Land Registry Office (Durham #40) (CBS) 269
Whitedog Area Resources Committee (MNR) 516
Windigo Interim Planning Board (MNR) 517
Windsor District (MTO) 611
Windsor Land Registry Office (Essex #12) (CBS) 269
Women's Health Council Secretariat (MOH) 427
Woodstock Land Registry Office (Oxford #41) (CBS) 270
Workforce Planning Office (ENE) 340
Workplace Insurance, Health and Safety Policy Branch (LAB) 452
Workplace Preparation Branch (TCU) 591
Workplace Safety and Insurance Appeals Tribunal (Formerly Workers' Compensation Appeals Tribunal) (LAB) 457
Workplace Safety and Insurance Board (Formerly Workers' Compensation Board) (LAB) 457
Workplace Support Services Branch (TCU) 592

Y

York Region (MAG) 169
Young Offender Projects (MCS) 286
Youth Centres (MCS) 290

Z

Zone Management (MNR) 503

KEY WORD INDEX

Pages 33-98

HOW TO USE THE KEY WORD INDEX

From the alphabetical list of key words in the KEY WORD INDEX, select the key word which relates most closely to the information you require. A ministry identifier and page number are printed to the right of each key word entry.

The following example illustrates how you would obtain information about how the Ontario Government provides **information service** on land registration and Teranet Land Information Services. Information was obtained by selecting the key word **information service** and turn to page 248 of the ministry section.

Note that listed under this key word is a "see also" cross-reference. If you cannot find the information you are looking for under **information service**, look under the key word **bilingual information and reference service**.

KEY WORD	Ministry Identifier	Page
information service land registration, Teranent Land Information Services See also biligual information and referral service	(CBS)	248

NOTE: Refer to the "Blue Pages" of your public telephone directory for phone numbers of federal, provincial and municipal government services available to you in your local dialing area.

KEY WORD INDEX

A

Abandoned Mines Information . . . . . (NDM) 525
aboriginal
Building Aboriginal Economies Strategy, implementation . . . . . (NAT) 490
justice programs . . . . . (MAG) 155
negotiates and settles land claims . . . . . (NAT) 489
Ontario Aboriginal Economic Development Program . . . . . (NAT) 490
protection of aboriginal and treaty rights . . . . . (MAG) 180
Working Partnerships, Aboriginal Community Capital Grants Program . . . . . (NAT) 490
See also First Nations
See also native
abuse
Child Abuse Register, maintaining records of verified abuse . . . . . (CSS) 214
See also victim
See also violence
Access Roads . . . . . (NDM) 535
Access to and Use of Drill Core Library System . . . . . (NDM) 528
Access to and Use of Earth Resources and Land Information System (ERLIS) . . . (NDM) 528
Access to and Use of Resident Geologist Office Library . . . . . (NDM) 528
Access to and Use of the Mineral Deposits Inventory Database . . . . . (NDM) 528
Access to Assessment Files . . . . . (NDM) 528
Access to Information . . . . . (CIT) 195
Access to Information . . . . . (EDU) 319
Access to Information . . . . . (TCU) 585
accident
compensation to people injured when no automobile insurance exists . . . . . (FIN) 370
dispute resoulution, deal with claims to automobile insurance statutory benefits . . . . . (FIN) 371
investigation, mining, pits, quarries, metallurgical operations . . . . . (LAB) 445
accommodation
equal treatment, human rights, investigation and conciliation of complaints . . . . . (CIT) 198
travel, tourist information . . . . . (TCR) 567
See also housing
accreditation
fire service certification . . . . . (MSG) 562
visiting media . . . . . (LEG) 119
See also certification
addiction
See substance abuse
adjudicate
landlord-tenant disputes . . . . . (MAH) 485
trade union certification, illegal strikes and lockouts, unfair labour practices . . . (LAB) 455
Adjudication of Landlord/Tenant Applications . . . . . (MAH) 485
Adjustment Advisory Services . . . . . (TCU) 592
Administration of the Mining Act and Regulations . . . . . (NDM) 526
adoption
appeals, placement of children, refusal to disclose adoption information . . . . . (CSS) 214
disclosure, birth relatives . . . . . (CSS) 213
management/coordination, direct services . . . . . (CSS) 213
monitors and regulates private and international adoption . . . . . (CSS) 214

registration . . . . . (CBS) 245
retention of adoption and Crown Ward records . . . . . (CSS) 213
Adoptions Disclosure Register . . . . . (CSS) 213
Adult Secondary School Program . . . . . (EDU) 324
adults
investigates allegations of serious harm to incapable adults . . . . . (MAG) 177
Ontario High School Equivalency Certificate . . . . . (EDU) 324
registry of guardians . . . . . (MAG) 177
requests to appoint guardian . . . . . (MAG) 177
advertising
classification for exhibition or distribution in Ontario . . . . . (CBS) 275
government policy standards . . . . . (MBC) 476
image and investment marketing strategies to promote Ontario . . . . . (EDT) 314
marketing plans, research, Market Ontario . . . . . (EDT) 315
supervises campaign expense limits and time period for advertising . . . . . (EFO) 123
affidavit
verify the authenticity of affidavits . . . . . (MBC) 474
aggregate
appeals, Aggregate Resources Act . . . . . (MNR) 492
disputes over aggregate resources, public hearings . . . . . (MAG) 153
mapping and geochemical investigation, Aggregate Inventory Program . . . . . (NDM) 530
quality standards, analysis services, transportation construction materials . . . . . (MTO) 614
resources partnership programs, standards and management mechanisms . . . . . (MNR) 502
worker health and safety program, aggregate plants, pits, quarries . . . . . (LAB) 445
Aggregate Mapping Program . . . . . (NDM) 530
Agri-Food Exporter Newsletter . . . . . (AGF) 139
Agricultural Information Contact Centre . . . . . (AGF) 132
Agricultural Tile Drainage Installation Act . . . . . (AGF) 135
agriculture
administers various provincial assistance programs . . . . . (AGF) 140
agri-food research, education and laboratory program, University of Guelph . . . (AGF) 143
appeals, Farm Products Marketing Act, Milk Act . . . . . (AGF) 148
emergency response for food quality and safety issues . . . . . (AGF) 143
engineering and technology, environmental management, planning liaison . . . . . (AGF) 134
gathers and publishes agricultural statistics . . . . . (AGF) 140
hears matters related to conduct of members of commodity boards . . . . . (AGF) 148
insurance, consulting services . . . . . (AGF) 145
Licence Review Board . . . . . (AGF) 148
research, agriculture, veterinary medicine and consumer studies . . . . . (AGF) 148
research field stations . . . . . (AGF) 143
support for business initiatives, marketing, planning, project management . . . . . (AGF) 133
TV program about the agriculture and food industry, rural communities . . . . . (AGF) 128
See also food
AIDS
funding, community-based groups, Ontario HIV Treatment Network . . . . . (MOH) 393
health promotion and disease prevention programs . . . . . (MOH) 405
monitors anonymous HIV testing program . . . . . (MOH) 393
air
improvement, protection programs, smog, acid rain, greenhouse gas emissions . . . . . (ENE) 342
promote cleaner air programs . . . . . (ENE) 341
quality, standards, analytical services and monitoring . . . . . (ENE) 340
Aird Scholarship . . . . . (TCU) 587
airports
building and maintaining facilities . . . . . (MTO) 600

alcohol
control, production, importation, distribution and sale of alcoholic beverages . . . (CBS) 275
licences the sale and service of liquor, Special Occasion Permit events . . . (CBS) 272
See also liquor
Algonquin Provincial Park (Algonquin) . . . (MNR) 503
ambulance
provides and manages air ambulance transportation . . . (MOH) 395
regulates municipal provision of land ambulance transportation . . . (MOH) 395
Ambulance Services . . . (MOH) 395
Aménagement linguistique (AL) Policy Fund . . . (EDU) 323
Amethyst School Residential, Educational and Teacher Education Programs . . . (EDU) 324
amusement devices
technical standards and safety . . . (CBS) 243
Animals for Research Act Licensing . . . (AGF) 134
anti-racism
address anti-discrimination, multiculturalism issues, Correctional Services . . . (MCS) 284
Apiary Program . . . (AGF) 133
Apiculture Inspection Program/Bee Inspection . . . (AGF) 133
appeal
access to personal records from a psychiatric facility . . . (MOH) 433
adoption placement, refusal of placement by private adoption licensees . . . (CSS) 214
Agriculture, Food and Rural Affairs Appeal Tribunal . . . (AGF) 148
automobile insurance statutory accident benefits claims . . . (FIN) 372
capacity to make personal care and financial decisions . . . (MOH) 433
Commercial Registration Appeal Tribunal . . . (CBS) 274
Community Small Business Investment Funds . . . (FIN) 368
complaints against realty assessment, municipal taxation . . . (MAG) 152
conduct of members of commodity boards . . . (AGF) 148
Corporations Tax . . . (FIN) 368
criminal and civil, highest appellate court . . . (MAG) 170
decision of the Superintendent of Financial Services . . . (FIN) 374
decisions of the Ontario Health Insurance Plan respecting eligibility and payment . . . (MOH) 437
decisions with respect to licensing of Long Term Care facilities . . . (MOH) 437
designation of archaeological or historic sites . . . (TCR) 574
disputes over employer access to workers' files, WSIB . . . (LAB) 457
Electricity Act . . . (FIN) 368
Employer Health Tax . . . (FIN) 368
Environmental Review, Consolidated Hearings, Municipal Board . . . (ENE) 348
exceptional pupils, identification and placement . . . (EDU) 329
Fuel Tax . . . (FIN) 368
Gasoline Tax . . . (FIN) 368
hearings, decisions on General Welfare Assistace, Family Benefts . . . (CSS) 231
hearings, decisions on Vocational Rehabilitation Services . . . (CSS) 231
horse racing, rulings by Commission Judges, Stewards officiating at races . . . (CBS) 276
Income Tax (Ontario) . . . (FIN) 368
information to public on date, location, hearings procedure, before Ont Municipal Board . . . (MAG) 153
involuntary placement in a psychiatric facility . . . (MOH) 433
issuance of environmental approvals, licences, permits . . . (ENE) 348
labour relations matters, certification of trade unions . . . (LAB) 455
Land Transfer Tax . . . (FIN) 368
Mining Act, Conservation Authorities Act, Aggregate Resources Act . . . (MNR) 492
Mining Tax . . . (FIN) 368
Municipal Act . . . (FIN) 368

Ontario Farm Products Marketing Act, Milk Act ..... (AGF) 148
Ontario Fire Code, Fire Protection and Prevention Act, 1997 ..... (MSG) 564
Ontario Guaranteed Annual Income ..... (FIN) 368
Ontario Home Ownership Savings Plan ..... (FIN) 368
Ontario Municipal Board ..... (MAG) 153
Race Tracks Tax ..... (FIN) 368
refusal of archaeological licences ..... (TCR) 574
refusal to disclose adoption information ..... (CSS) 214
release of children from emergency secure treatment facilities ..... (CSS) 214
residential placement of children ..... (CSS) 214
Retail Sales Tax ..... (FIN) 368
self- regulated health professions, reviews decisions of complaints committees ..... (MOH) 437
self-regulated health professions, applications for registration ..... (MOH) 437
Tobacco Tax ..... (FIN) 368
tribunal, reviews decisions relating to social assistance ..... (CSS) 231
Workplace Safety and Insurance Board matters, final level of appeal ..... (LAB) 457
See also hearings
Appeal Process ..... (AGF) 149
Appeal Tribunal ..... (CBS) 274
Apple Processor Licence ..... (AGF) 150
Application Form for Provincial Funding ..... (ENE) 341
Application of legal principles to determine if documents are acceptable for filing ..... (NDM) 526
appointment
approve non-delegated civil service appointments ..... (MBC) 461
arbitrators and nominees to boards of arbitration ..... (LAB) 451
Certificates of Appointment of an Estate Trustee ..... (MAG) 171
election officials ..... (OCE) 124
First Nations Constables ..... (MSG) 565
government, certificates ..... (MBC) 474
public, Ministry of Health and Long Term Care ..... (MOH) 388
apprenticeship
hands-on training program for people who want to work in a skilled trade ..... (TCU) 592
Interprovincial Standards (Red Seal) examinations ..... (TCU) 594
long-term, on-the-job apprenticeship training programs ..... (TCU) 594
Ontario certification examinations ..... (TCU) 594
Reform Project ..... (TCU) 589
training leading to certification in skilled occupations ..... (TCU) 592
training materials ..... (TCU) 594
See also training
Approval and Classification of Films and Videos ..... (CBS) 275
arbitration
appointment of arbitrators and nominees to boards of arbitration ..... (LAB) 450
automobile insurance statutory accident benefits claims ..... (FIN) 372
cases proceeding in areas of property appraisal, acquisition, sales, leasing ..... (MTO) 601
cataloguing arbitration awards for public availability ..... (LAB) 450
labour disputes ..... (LAB) 450
monitoring the progress of arbitration proceedings ..... (LAB) 450
public claims against property expropriation ..... (MTO) 600
archaeological
advisory services, funding assistance to heritage groups ..... (TCR) 571
appeals, designation of sites ..... (TCR) 574
appeals, refusal of licences ..... (TCR) 574
assistance identifying, conserving and managing resources ..... (TCR) 571
database of sites ..... (TCR) 571

general and technical publications . . . . . (TCR) 575
historic buildings, public access and interpretive programs . . . . . (TCR) 575
licences . . . . . (TCR) 571
manages, restores historic buildings and artifact collections . . . . . (TCR) 575
technical assistance to education projects, research, conservation . . . . . (TCR) 571

architectural conservation
advice, heritage conservation and planning . . . . . (TCR) 571
appeals, designation of archaeological or historic sites . . . . . (TCR) 574
hearings, municipal designation of property . . . . . (TCR) 574
register of designated heritage properties . . . . . (TCR) 571
technical assistance and advice, practices and techniques . . . . . (TCR) 571

Arrowhead Provincial Park (Central) . . . . . (MNR) 503

art
Art Gallery of Ontario . . . . . (TCR) 574
Government of Ontario art collection . . . . . (MBC) 462
Group of Seven and their contemporaries . . . . . (TCR) 574
McMichael Canadian Art Collection . . . . . (TCR) 574
reference library, print and drawing centre . . . . . (TCR) 574
rental and sales . . . . . (TCR) 574
tours, lectures, educational programs . . . . . (TCR) 574
travelling exhibitions and artists' workshops . . . . . (TCR) 574

arts
Arts Endowment Fund Program, government . . . . . (TCR) 575
Ontario Arts Council . . . . . (TCR) 575
Ontario Arts Council Foundation administers private funds to support the arts . . . . . (TCR) 575
operating support to arts service organizations . . . . . (TCR) 570
supports Ontario artists and arts organizations, granting programs . . . . . (TCR) 575

Asparagus Processor Licence . . . . . (AGF) 150

assault
circumstances involving police and civilians, Special Investigations Unit (SIU) . . . . . (MAG) 182
funding, development of rape crisis/sexual assault centres . . . . . (MAG) 183
funding, development of rape crisis/sexual assault centres . . . . . (MCS) 302
Victim Crisis Assistance and Referral Services (VCARS) . . . . . (MAG) 183
Victim Crisis Assistance and Referral Services (VCARS) . . . . . (MCS) 302
wife, collection of data . . . . . (MAG) 183
wife, collection of data . . . . . (MCS) 302
See also victim
See also wife assault

assessment
appeals, Workplace Safety and Insurance Board decisions on assessments . . . . . (LAB) 457
Capacity Assessment, financial assistance in paying for an assessment . . . . . (MAG) 177
Capacity Assessment, list of qualified assessors . . . . . (MAG) 177
drug quality . . . . . (MOH) 414
education programs in Ontario elementary, secondary and post secondary institutions . . . . . (EDU) 326
foreign academic credentials . . . . . (TCU) 589
geoscience, mining claims . . . . . (NDM) 525
health and safety assessments of chemicals . . . . . (LAB) 445
Pension Benefits Guarantee Fund Assessments . . . . . (FIN) 373
premium assessment, Workplace Safety and Insurance Board . . . . . (LAB) 457
property taxation policy relating to municipal taxes, education taxes, provincial land taxes . . . . . (FIN) 360
realty, appeals . . . . . (MAG) 152
speciality assessment, audits tax credits claimed on corporate tax returns . . . . . (FIN) 362

student assessment program ..... (EDU) 328
workplace needs ..... (TCU) 592
See also environmental assessment
See also taxation
Assessment of Economics ..... (ENE) 341
Assessment Review ..... (MAG) 152
Assistive Devices Program ..... (MOH) 422
Athletics Control Act ..... (CBS) 240
audit
Corporations Tax, Retail Sales Tax, Employer Health Tax ..... (FIN) 366
estate and trust, Superior Court of Justice ..... (MAG) 171
field and desk audits for Employer Health Tax, Tax Credit Program ..... (FIN) 364
Office of the Provincial Auditor ..... (OPA) 125
processes tax adjustments and performs audits on submitted information ..... (FIN) 361
Retail Sales Tax ..... (FIN) 367
subsidy for audit fees for constituency associations, candidates ..... (EFO) 123
tax credits claimed on corporate tax returns ..... (FIN) 362
automobiles
See motor vehicle
autopsies
Coroners orders, inquests ..... (MSG) 560
forensic pathology ..... (MSG) 560
aviation
specialized services, forest fire management, non-scheduled air transport ..... (MNR) 500
award
firefighters, fire safety ..... (MSG) 561
OPP commendations ..... (MSG) 543
Premier's Research Excellence Awards ..... (EST) 334
Public Library Services Awards ..... (TCR) 571
volunteerism, accomplishments of outstanding Ontarians ..... (CIT) 191
Awenda Provincial Park (Central) ..... (MNR) 503

B

bail
hearings and release procedures ..... (MAG) 170
Supervised Access and Bail Verification, social justice programs ..... (MAG) 175
bailiffs
registration and licensing functions in respect of Bailiffs Act ..... (CBS) 239
Balsam Lake Provincial Park (Central) ..... (MNR) 503
Bass Lake (Central) ..... (MNR) 503
Batchawana Bay (Northeastern) ..... (MNR) 503
bee
Honey Bee Protection Program ..... (AGF) 141
beef
dealer licence to purchase cattle or carcasses ..... (AGF) 136
inspection, processing plants ..... (AGF) 136
proper disposal of deadstock ..... (AGF) 138
veterinary inspection services for abattoirs and sales barns ..... (AGF) 138
See also livestock
See also meat
bilingual information and referral service
Access Ontario ..... (CBS) 235
Citizens' Inquiry Bureau, telephone, over the counter, web site feedback ..... (CBS) 236

bilingualism
See French
bills
filing, translation and publication of Ontario regulations . . . . . (MAG) 182
legislation, Publications Ontario . . . . . (CBS) 236
legislative drafting services . . . . . (MAG) 182
status of legislation . . . . . (LEG) 120
births
certificates, searches, certified copies, registration . . . . . (CBS) 245
statistics . . . . . (CBS) 245
blind
blindness resulting from diabetes, funding education programs . . . . . (MOH) 394
education, programs and services . . . . . (EDU) 324
resource services to pre-school blind children . . . . . (EDU) 324
Blind Persons' Rights Act . . . . . (MAG) 154
Blue Lake (Northwestern) . . . . . (MNR) 503
Board of Funeral Services . . . . . (CBS) 275
Board of Inquiry (Human Rights Code) . . . . . (CIT) 198
boating
tourist information, publications . . . . . (TCR) 568
See also marine
bodies
certificates for cremation and shipment . . . . . (MSG) 560
donation, consent by signing donor section of driver licences or a donor card . . . . . (MSG) 560
donation for medial education . . . . . (MSG) 560
supplies schools of anatomy with donated or unclaimed bodies . . . . . (MSG) 560
boilers
technical standards and safety . . . . . (CBS) 243
Bon Echo Provincial Park (Southeastern) . . . . . (MNR) 503
bonds
Ontario Savings Bonds, information . . . . . (FIN) 353
Bonnechere Provincial Park (Central) . . . . . (MNR) 503
books
walk-in bookstore service, government titles . . . . . (CBS) 237
See also publications
bookstore
government titles and souvenirs . . . . . (CBS) 237
boxers
licences, professional boxers, kickboxers, wrestlers and officials . . . . . (CBS) 240
bridges
construction materials, testing and analysis . . . . . (MTO) 614
designs bridges on highways . . . . . (MTO) 613
development, maintenance of standards and specifications . . . . . (MTO) 613
manuals, reports, standard drawings and computer programs . . . . . (MTO) 613
broadcast
Ontario Legislative Television Satellite Network (ONT.PARL.) . . . . . (LEG) 119
TV program about the agriculture and food industry . . . . . (AGF) 128
See also television
Bronte Creek Provincial Park (Southwestern) . . . . . (MNR) 503
budget
Ontario Budget planning and production . . . . . (FIN) 358
See also taxation
Building Code
disputes related to the interpretation of and sufficiency of compliance . . . . . (MAH) 484
technical requirements . . . . . (MAH) 484

Building Regulation . . . . . (MAH) 481
buildings
fire safety inspection standards, guidelines . . . . . (MSG) 564
institutional and government, fire safety, review construction plans . . . . . (MSG) 564
preserving provincially significant historic buildings . . . . . (TCR) 575
regulatory framework for construction, Ontario Building Code . . . . . (MAH) 481
sitings of agriculture buildings (MDS1 & MDS2) . . . . . (AGF) 134
See also inspection
buildings preservation
See architectural conservation
bursaries
OSAP (Ontario Student Assistance Program) . . . . . (TCU) 587
postsecondary students for educational costs and basic living expenses . . . . . (TCU) 587
See also financial assistance
Bursary for Students with Disabilities . . . . . (TCU) 587
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions . . . . . (TCU) 587
bus
connector service to Timmins and Hearst, Northern Ontario . . . . . (NDM) 538
business
advice on trade and investment agreements and trade law . . . . . (EDT) 312
agriculture and rural business marketing, planning, project management . . . . . (AGF) 133
appeals, consumer and business services activities . . . . . (CBS) 274
business immigration program . . . . . (EDT) 313
Business Investment Plans, Community Small Business Investment Funds . . . . . (FIN) 364
eliminate existing red tape, Red Tape Commission . . . . . (EDT) 317
Farm Business Registration Program . . . . . (AGF) 141
Federal Business Number applications . . . . . (CBS) 237
food industry, one-window source of information on programs and services . . . (AGF) 135
identify consumer problems and deliquent business . . . . . (CBS) 239
incorporates business entities, licenses extra-provincial corporations . . . . . (CBS) 243
investment services to foreign investors considering Ontario as invesment location . . . . . (EDT) 313
investor assistance, international manufacturing and tradable services . . . . . (EDT) 313
name registration, sole proprietorships, partnerships and corporations . . . . . (CBS) 243
Ontario Business Connects, self-help computer workstations . . . . . (CBS) 237
Public Record . . . . . (CBS) 243
registration/public protection statutes . . . . . (CBS) 239
registrations, Ontario Business Connect terminals, Access Ontario . . . . . (CBS) 235
regulates businesses . . . . . (CBS) 238
retail sales tax . . . . . (FIN) 367
rural economic development programs . . . . . (AGF) 133
self-help business initiatives and products . . . . . (EDT) 307
vendor information for starting a business . . . . . (FIN) 367
See also corporations
See also industry
Business Consulting . . . . . (NDM) 535
Business Directory . . . . . (ENE) 341
Business Guide . . . . . (ENE) 341
business name
register, renew . . . . . (CBS) 237
registers proprietorships, partnerships and corporations . . . . . (CBS) 243
Business Name Registrations . . . . . (CBS) 244
Business Retention And Expansion . . . . . (NDM) 535
Business Self-Help Offices/Entreprise Centre . . . . . (NDM) 535

butter
See dairy

C

CAAT Capital Support Program . . . . . (TCU) 587
CAAT Operating Support Program . . . . . (TCU) 587
CAAT Program Quality Program . . . . . (TCU) 587
CAATs
Colleges of Applied Arts and Technologies . . . . . (TCU) 587
caisses populaires
deposit insurance for individual depositors to a limit of $100,000 . . . . . (FIN) 368
licensing of financial institutions and intermediaries . . . . . (FIN) 372
protect depositors of caisses populaires, Deposit Insurance Corporation of Ontario . . . . . (FIN) 368
See also credit unions
Caliper Lake Provincial Park (Northwestern) . . . . . (MNR) 503
campgrounds
tourist information, publications . . . . . (TCR) 567
Canada Day
celebrations, Queen's Park . . . . . (CIT) 192
Canada Millennium Scholarships . . . . . (TCU) 587
Canada Student Loans . . . . . (TCU) 587
Canada Student Loans for Part-Time Studies . . . . . (TCU) 587
Canada Study Grant for High Need Part-Time Students . . . . . (TCU) 587
Canada Study Grant for Students with Dependents . . . . . (TCU) 587
Canada Study Grant for Women in Doctoral Studies . . . . . (TCU) 587
Canadian Agri-Food Trade Show Brochure . . . . . (AGF) 139
canals
See travel
cancer
epidemiologic expertise, support and monitor early detection programs . . . . . (MOH) 403
treatment guidelines, provincial standards . . . . . (MOH) 429
career
See counselling
cars
See motor vehicle
Carson Lake Provincial Park (Central) . . . . . (MNR) 503
cartography
geographic information . . . . . (MNR) 511
Provincial Digital Topographic Database . . . . . (MNR) 511
See also maps
casino
commercial, charity and aboriginal casinos . . . . . (TCR) 580
licences charitable and casino gaming, lottery schemes, bingos, raffles . . . . . (CBS) 272
Ontario Lottery and Gaming Corporation . . . . . (TCR) 580
caucus
Government Caucus Office, Progressive Conservative Party . . . . . (LEG) 122
Liberal Party . . . . . (LEG) 122
New Democratic Party . . . . . (LEG) 122
CCACs
Community Care Access Centres . . . . . (MOH) 430
CCS Services (Reports) . . . . . (NDM) 526

cemeteries
handles consumer complaints regarding burial sites . . . . . (CBS) 240
monitors trust accounts holding prepayment and maintenance funds . . . . . (CBS) 240
registration and licensing functions in respect of Cemeteries Act . . . . . (CBS) 239
regulates cemeteries, crematoria, mausolea/columbaria and cemetery salespersons . . . . . (CBS) 240
Cemeteries Regulation . . . . . (CBS) 239
Cemeteries Regulation . . . . . (CBS) 240
Centre Jules-Leger Residential, Educational and Teacher Education Programs . . . . (EDU) 324
certificates
births, deaths, marriages, still-births, adoptions and changes of name . . . . . (CBS) 245
Certificates of Appointment of an Estate Trustee . . . . . (MAG) 171
Certificates of Incapacity, requests to appoint guardian . . . . . (MAG) 177
Certificates of Registration for persons authorized to solemnize marriages . . . . . (CBS) 245
cremation and shipment of bodies . . . . . (MSG) 560
Great Seal of Ontario . . . . . (MBC) 474
Guaranteed Investment Certificates, Province of Ontario Savings Office . . . . . (FIN) 376
Ontario High School Equivalency Certificate, adults . . . . . (EDU) 324
Privy Seal of the Lieutenant-Governor, government appointments . . . . . (MBC) 474
secondary school diplomas, Independent Learning Centre . . . . . (EDU) 324
Certificates, Certified copies of vital event registrations . . . . . (CBS) 245
249, 255, 257, 258, 260, 261, 262, 267, 268, 269
certification
apprenticeship, Interprovincial Standards (Red Seal) examinations . . . . . (TCU) 595
apprenticeship leading to certification in skilled occupations . . . . . (TCU) 592
apprenticeship, Ontario certification examinations . . . . . (TCU) 595
fire service . . . . . (MSG) 562
Ontario Municipal Board documents . . . . . (MAG) 153
trade union . . . . . (LAB) 455
See also accreditation
Change of name, amendments and corrections to registrations . . . . . (CBS) 245
chaplaincy
spiritual and religious care, community programs, transfer payment agencies . . . (CSS) 213
charitable
arts foundation, Ontario Arts Council Foundation administers private funds . . . . (TCR) 575
funds to not-for-profit organizations, Ontario Trillium Foundation . . . . . (TCR) 578
licences and regulates gaming, lottery schemes, bingos, raffles . . . . . (CBS) 272
monitors misuse of charitable property . . . . . (MAG) 179
protecting the public interest in charitable property . . . . . (MAG) 176
Charleston Lake Provincial Park (Southeastern) . . . . . (MNR) 503
charters
See corporations
CHCs
Community Health Centres . . . . . (MOH) 394
chemical
geochemical, mineralogical and elemental analysis services . . . . . (NDM) 522
health and safety assessments . . . . . (LAB) 445
mapping and geochemical investigation . . . . . (NDM) 530
workplace, notifiability of new chemical and biological agents . . . . . (LAB) 445
Chief Whip
Liberal Party . . . . . (LEG) 122
New Democratic Party . . . . . (LEG) 122
Progressive Conservative Party . . . . . (LEG) 122
Child Abuse Register . . . . . (CSS) 213
child care
administers Workplace Child Care Tax Credit . . . . . (FIN) 363

program information, Child Care Supplement for Working Families . . . . . (FIN) 353
Child-Care Bursary Plan . . . . . (TCU) 587
children
advocacy, protect rights of children receiving minsitry services . . . . . (CSS) 212
appeals, Child and Family Services Review Board . . . . . (CSS) 214
Child Abuse Register, records of verified abuse cases . . . . . (CSS) 214
children in need of protection, with disabilities, require mental health supports . . . . . (CSS) 220
Children's Lawyer (formerly the Official Guardian) . . . . . (MAG) 175
distance education, elementary program . . . . . (EDU) 324
legal services for minors . . . . . (MAG) 175
parenting programs for parents and caregivers . . . . . (CSS) 210
programs and services, blind, deaf, deaf/blind, severe learning disabilities . . . . . (EDU) 324
promotes the healthy growth and development, Early Years Challenge Fund . . . (CSS) 210
regulates adoption . . . . . (CSS) 214
resource services, pre-school deaf and deaf/blind children . . . . . (EDU) 324
review case records, Child Welfare . . . . . (CSS) 214
Chutes Provincial Park (Northeastern) . . . . . (MNR) 503
citizenship
honours and awards, volunteerism, outstanding Ontarians . . . . . (CIT) 191
immigration and settlement . . . . . (CIT) 189
Ontario Human Rights Commission . . . . . (CIT) 198
Claim Maps . . . . . (NDM) 526
Claim Tags . . . . . (NDM) 526
claims
compensation to people injured in auto accidents when no insurance exists . . . . . (FIN) 370
damage or injury to vegetation or livestock caused by a contaminant . . . . . (AGF) 149
defaults on payment, licensed dealer, livestock . . . . . (AGF) 149
defaults on payment, licensed grain dealers . . . . . (AGF) 149
defaults on storage, licensed grain elevator operator . . . . . (AGF) 149
drug benefit . . . . . (MOH) 415
investigates fraudulent grant and tax credit claims . . . . . (FIN) 368
medical, hospital, visiting other provinces, countries . . . . . (MOH) 415
medical, injured workers . . . . . (MOH) 415
medical, payment to Ontario health care providers . . . . . (MOH) 415
mining . . . . . (NDM) 525
Northern Health Travel Grant program . . . . . (MOH) 415
pocess drug claims, pharmacies . . . . . (MOH) 414
represents injured workers, Workplace Safety and Insurance Board . . . . . (LAB) 454
settlement for construction vibration, drainage/flooding, dust, blasting . . . . . (MTO) 600
Small Claims Court . . . . . (MAG) 171
workers' compensation claim administration . . . . . (LAB) 457
Client Number . . . . . (NDM) 526
Co-op Education Tax Credit . . . . . (FIN) 363
collection agencies
registration and licensing functions in respect of Collection Agencies Act . . . . . (CBS) 239
collective bargaining
education sector . . . . . (LAB) 456
Office of Arbitration . . . . . (LAB) 450
Office of Mediation . . . . . (LAB) 450
represents the Crown as the employer in the OPS . . . . . (MBC) 463
research and analytical support to government, labour and management . . . . . (LAB) 451
Collector Designation - GTA . . . . . (FIN) 365
Collector Designation - TTA . . . . . (FIN) 365
colleges
appoint the members of individual college boards . . . . . (TCU) 595

operating and capital grants, Colleges of Applied Arts and Technologies ..... (TCU) 587
collisions
See accident
columbaria
regulates operations ..... (CBS) 240
Commissioner of Oaths in the Province of Ontario under the Mining Act. ..... (NDM) 526
Commodities ..... (NDM) 525
commodities
agricultural statistics ..... (AGF) 140
farm products, licensing of processors of regulated commodities ..... (AGF) 150
supervising marketing boards, farm products ..... (AGF) 150
Commodity Loan Guarantee Program ..... (AGF) 140
Commonwealth Parliamentary Association
Clerk of the Legislative Assembly ..... (LEG) 114
community
Community AccessAbility, grant, promote barrier-removal for persons with disabilities ..... (CIT) 191
health program, public health units ..... (MOH) 405
honours and awards, outstanding Ontarians ..... (CIT) 191
Newcomer Settlement Program ..... (CIT) 189
regional economic development, Northern Ontario ..... (NDM) 530
services for adult and young offenders in the community ..... (MCS) 283
supervision to adults and young offenders ..... (MCS) 291
community colleges
See colleges
Community Development ..... (NDM) 535
Community Health Centre Program ..... (MOH) 394
Community Health Centres
integrated primary care, priority groups ..... (MOH) 393
Community Small Business Investment Funds ..... (FIN) 363
companies
See business
compensation
appeals, land expropriation ..... (MAG) 153
appeals, Workplace Safety and Insurance Board matters ..... (LAB) 457
benefits administration, Workplace Safety and Insurance Board ..... (LAB) 457
fund, consumer claims for prepaid funeral services not received ..... (CBS) 275
people injured in auto accidents when no insurance exists ..... (FIN) 370
person injured or killed as the result of criminal violence ..... (MAG) 182
complaint
adjudicates, unfair labour practices ..... (LAB) 455
against regulated health professionals, appeals ..... (MOH) 437
burial sites ..... (CBS) 240
business practices of insurance companies ..... (FIN) 373
consumers, general marketplace and industry-specific transactions ..... (CBS) 239
direction of school support for school board taxation ..... (MAG) 152
electrical products, devices and installations ..... (CBS) 242
government decisions about access to information ..... (IPC) 123
hearings, violations of human rights, quasi-judicial body ..... (CIT) 198
investigation, mining health and safety ..... (LAB) 445
mediation, children, youth and family services ..... (CSS) 212
misuse of charitable property ..... (MAG) 179
normal farm practices, protection from nuisance complaints ..... (AGF) 150
Ombudsman Ontario, investigates complaints about government decisions ..... (OBD) 125
police services, policies, conduct of officers ..... (MSG) 565
prejudice and discrimination, Ontario Human Rights Commission ..... (CIT) 198

prepaid funeral services not received . . . . . (CBS) 275
realty assessment, municipal taxation . . . . . (MAG) 152
stockbrokers, investment advisers, commodity futures dealers . . . . . (FIN) 379
tenants, health, safety and maintenance problems . . . . . (MAH) 482
wrongful government collection, use or disclosure of personal information . . . . . (IPC) 123
See also ombudsman

composting
See waste

Consent to Transfer Leases and Licences . . . . . (NDM) 526

conservation
appeals, Conservation Authorities Act . . . . . (MNR) 492
appeals on refusal of archaeological licences . . . . . (TCR) 574
archaeological licences . . . . . (TCR) 571
database of archaeological sites in Ontario . . . . . (TCR) 571
easement agreements, negotiates and monitors . . . . . (TCR) 575
energy and water . . . . . (ENE) 341
historical or architectural, designation of property hearings . . . . . (TCR) 574
liaison with Conservation Authorities . . . . . (MNR) 502
practices and techniques, achitectural, technical assistance and advice . . . . . (TCR) 571
preserving provincially significant historic buildings . . . . . (TCR) 575
technical assistance to archaeological education and training projects . . . . . (TCR) 571

construction
award of transportation contracts . . . . . (MTO) 601
bridges, manuals, reports, standard drawings and computer programs . . . . . (MTO) 613
designs bridges, culverts and retaining walls on highways . . . . . (MTO) 613
health and safety . . . . . (LAB) 444
highways and bridges, engineering materials reports . . . . . (MTO) 614
highways and bridges, materials quality standards and guidleines . . . . . (MTO) 614
highways and bridges, materials testing . . . . . (MTO) 614
highways, claims settlement for vibration, drainage/flooding, dust, blasting . . . (MTO) 600
Ontario Building Code . . . . . (MAH) 481
standards for highways, watermains, sewers, Ont Provincial Standards . . . . . (MTO) 613
technical expertise on highway design processes, design publications . . . . . (MTO) 613

Consultation services on Mining Act and Regulation . . . . . (NDM) 526

consumer
identify consumer problems and deliquent business . . . . . (CBS) 239
registration and licensing functions in respect of Consumer Reporting Act . . . . . (CBS) 239
rights and responsibilities in the marketplace, advice and information . . . . . (CBS) 239

consumer complaints
burial sites . . . . . (CBS) 240
general marketplace, industry-specific transactions, delinquent businesses . . . . . (CBS) 239
prepaid funeral services not received, compensation . . . . . (CBS) 275
stockbrokers, investment advisers, commodity futures dealers . . . . . (FIN) 379

contaminants
enivronmental standards, toxicological advice, diagnostic services . . . . . (ENE) 341

contractors
qualification, road and bridge construction and maintenance . . . . . (MTO) 601

convention
Metro Toronto Convention Centre . . . . . (TCR) 580

Cooperative Bedrock Geological Program . . . . . (NDM) 527

cooperatives
licensing, financial institutions and intermediaries . . . . . (FIN) 372

copyright
administers Crown copyright on behalf of the Queen's Printer . . . . . (CBS) 237
authority to license the copying of government print or electronic material . . . . . (CBS) 237

coroners
autopsies for medicolegal reasons, inquests . . . (MSG) 560
Office of the Chief Coroner . . . (MSG) 560
corporations
administers assets of dissolved corporations . . . (MAG) 177
appeals, Corporations Tax Act . . . (FIN) 368
business names, sole proprietorships, partnerships and corporations . . . (CBS) 243
consents to dissolve a corporation voluntarily . . . (FIN) 361
consents to revive or surrender charters . . . (FIN) 361
income tax and capital tax . . . (FIN) 361
incorporates business and not-for-profit entities . . . (CBS) 243
licenses foreign extra provincial corporations . . . (CBS) 243
one window tax office, Regional Tax Offices . . . (FIN) 366
program and account-specific information, Corporations Tax . . . (FIN) 353
receives and processes corporate tax returns . . . (FIN) 362
registration, self-help computer workstations . . . (CBS) 237
See also business
Corporations Tax . . . (FIN) 361
corpses
See bodies
correctional centres
correctional centres, correctional institutions . . . (MCS) 286
industrial programs to provide meaningful work experience to adult offenders . . . (MCS) 282
correspondence education
See distance education
COSINE
Coordinated Survey Information Network Exchange . . . (MNR) 512
Council of Ministers of Education, Canada . . . (EDU) 327
counselling
victims and witnesses of crime . . . (MAG) 184
court
Accountant of the Superior Court of Justice, funds paid pursuant to judgements . . . (MAG) 178
Court of Appeal for Ontario, highest appellate court in the province . . . (MAG) 170
criminal, civil and family court services, Court Services Division . . . (MAG) 156
Ontario Court of Justice, jurisdiction in criminal cases, Provincial Offences . . . (MAG) 170
Superior Court of Justice, jurisdiction in both criminal and civil cases . . . (MAG) 171
cows
See livestock
Craigleith Provincial Park (Central) . . . (MNR) 503
cream
See dairy
credit unions
deposit insurance for individual depositors to a limit of $100,000 . . . (FIN) 368
licensing of financial institutions and intermediaries . . . (FIN) 372
protect depositors of credit unions, Deposit Insurance Corporation of Ontario . . . (FIN) 368
cremation
coroner certificates . . . (MSG) 560
crematoria
regulates operations . . . (CBS) 240
crime
development of services for victims, public education . . . (MAG) 184
intelligence on organized criminals . . . (MSG) 557
Ontario Crime Control Commission listen to public concerns . . . (MSG) 565
prevention, Ontario Provincial Police . . . (MSG) 542

victims of crime, advisory agency . . . . . (MAG) 183
victim/witness assistance, support, liaison with police . . . . . (MAG) 184
criminal
Court of Appeal for Ontario, highest appelate court in the province . . . . . (MAG) 170
Ontario Court of Justice . . . . . (MAG) 170
prosecution of criminal cases before all Ontario courts . . . . . (MAG) 171
review, accused not criminally responsible on account of mental disorder . . . . (MOH) 438
review, accused unfit to stand trial on account of a mental disorder . . . . . (MOH) 438
Superior Court of Justice . . . . . (MAG) 171
violence, compensation when a person is injured or killed . . . . . (MAG) 182
See also offender
Criminal Code of Canada
final disposition in most matters, Ontario Court of Justice . . . . . (MAG) 170
Criminal Injuries Compensation Board . . . . . (MAG) 182
Crop Insurance Program . . . . . (AGF) 147
crops
advisory services for agricultural producers . . . . . (AGF) 132
extension short courses, field days, brochures, factsheets . . . . . (AGF) 132
technical support, pesticide minor use registration . . . . . (AGF) 132
technical support, pollination and new crop development . . . . . (AGF) 132
See also fruit
See also grain
See also vegetables
Crown land
natural resource management . . . . . (MNR) 501
partnership programs . . . . . (MNR) 502
surveying activities . . . . . (MNR) 512
See also land
Crown Ward
Crown Ward Review . . . . . (CSS) 213
records maintenance and retention . . . . . (CSS) 213
cultural
Ontario Cultural Attractions Fund . . . . . (TCR) 575
operating support to provincial arts service organizations . . . . . (TCR) 570
Trillium Book Prize for the best book published in the province . . . . . (TCR) 570
Cultural Interpreter Services and Training Program . . . . . (CIT) 190
custody
apprehension of criminals and offenders . . . . . (MSG) 542
Review Board, young persons, hearings . . . . . (CSS) 214
young offender assessments, placements, transfers . . . . . (MCS) 280

D

dairy
compliance with legislated standards for dairy, dairy analogs . . . . . (AGF) 136
field inspections at production, processing plants . . . . . (AGF) 137
inspection services at processing plants and other points of distribution . . . . . (AGF) 136
supervising marketing boards established under the Milk Act . . . . . (AGF) 150
third party analysis of dairy processors on behalf of Dairy Farmers . . . . . (AGF) 146
See also milk
Dairy Farmers of Ontario (DFO) Credit Program . . . . . (AGF) 146
Dairy Plant Inspection, Licensing and Certificates . . . . . (AGF) 137
Darlington Provincial Park (Southeastern) . . . . . (MNR) 503

day care
See child care
deaf
education programs and services . . . . . (EDU) 324
resource services to families and school boards . . . . . (EDU) 324
resource services to pre-school deaf . . . . . (EDU) 325
teacher education . . . . . (EDU) 325
deaths
autopsies, investigate sudden and unexpected deaths . . . . . (MSG) 560
certificates, registration . . . . . (CBS) 245
prevention information . . . . . (MSG) 560
statistics . . . . . (CBS) 245
See also fatalities
debates
See Hansard
debts
collection of overdue accounts owing to government . . . . . (MBC) 473
deeds
registration and deposit . . . . . (CBS) 247
Demonstration Schools Residential, Educational and Teacher Education Programs . . . . . (EDU) 324
designs
bridges, manuals, reports, standard drawings and computer programs . . . . . (MTO) 613
standards and specificationsm for bridges on the provincial highway . . . . . (MTO) 613
detention centres
detention centres, correctional institutions . . . . . (MCS) 286
Digital Data and Maps . . . . . (NDM) 522
diplomas
distance education, secondary school . . . . . (EDU) 324
directories
Freedom of Information Directory of Records . . . . . (CBS) 236
Government of Ontario Telephone Directory . . . . . (CBS) 236
KWIC Index to Services . . . . . (CBS) 236
disabilities
Assistive Devices Program . . . . . (MOH) 421
developmental, early intervention programs for students with special needs . . . . (EDU) 328
Home Oxygen Program . . . . . (MOH) 421
programs and services for pupils with severe learning disabilities . . . . . (EDU) 324
disability
central adjudication services to determine whether applicant meets eligibility criteria . . . . . (CSS) 215
Children's Lawyer, advocates rights of persons under a disability at law . . . . . (MAG) 175
Gateway to Diversity Web site . . . . . (CIT) 191
human rights policy, disability access . . . . . (CIT) 191
insurer, Workplace Safety and Insurance Board (WSIB) . . . . . (LAB) 457
Workplace Equal Opportunity Plan . . . . . (CIT) 191
See also disabilities
disabled
information, Permanently Physically Disabled Program . . . . . (FIN) 353
Provincial and Demonstration Schools, learning disabled . . . . . (EDU) 322
tax rebates, Permanently Physically Disabled . . . . . (FIN) 353
disaster
Ontario Disaster Relief Assistance Program, transfer payment program . . . . . (MAH) 483
Ontario Farm Income Disaster Program . . . . . (AGF) 140
Ontario's International Disaster Relief Program . . . . . (EDT) 305
See also emergency

discrimination
address anti-discrimination issues, Ministry of Correctional Services ..... (MCS) 284
mediation and conciliation of complaints ..... (CIT) 198
Ontario Human Rights Code, investigation and enforcement ..... (CIT) 198
public education and consultation, research into patterns of discrimination ..... (CIT) 198
See also human rights
diseases
food and water safety ..... (MOH) 403
immunization ..... (MOH) 403
laboratory testing ..... (MOH) 419
occupational health, standards and enforcement ..... (LAB) 446
sexually transmitted disease and HIV/AIDS prevention and control ..... (MOH) 403
surveillance of reportable diseases ..... (MOH) 403
tuberculosis control ..... (MOH) 403
vaccines, biologicals for the prevention of vaccine preventable diseases ..... (MOH) 403
Disputes/Hearings ..... (NDM) 526
distance education
elementary program for children temporarily residing outside Canada ..... (EDU) 323
English as a Second Language and literacy courses ..... (EDU) 323
non-credit adult basic education program ..... (EDU) 323
secondary school education ..... (EDU) 323
District Health Councils
arm's length planning and advisory bodies ..... (MOH) 434
divorce
enforces family support orders, Family Responsibility Office ..... (CSS) 210
doctors
See physicians
documents
certificates bearing the Great Seal of Ontario, the Privy Seal of the Lieutenant-Governor ..... (MBC) 474
certification of Ontario Municipal Board documents ..... (MAG) 153
government, sales, subscriptions ..... (CBS) 237
Public Record ..... (CBS) 244
registration and deposit, deeds, mortgages and plans of survey ..... (CBS) 247
verify authenticity, affidavits, records notarized by officials/notary publics ... (MBC) 474
donor
bodies for medical education ..... (MSG) 560
drainage
claims settlement, drainage/flooding ..... (MTO) 600
Ontario Provincial Standards, requirements for watermains and sewers ..... (MTO) 613
Drainage Act ..... (AGF) 135
Driftwood Provincial Park (Northeastern) ..... (MNR) 503
drinking water
development of policies, programs to protect and restore quality, quantity of drinking water ..... (ENE) 343
standard, assist municipalities ..... (ENE) 341
driver
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office ... (MTO) 622
driver and vehicle information to public, courts, law enforcement agencies ... (MTO) 622
driver and vehicles, regional and district offices ..... (MTO) 603
examination and licensing ..... (MTO) 620
licensing and conviction records for drivers and vehicles ..... (MTO) 622
licensing, renewals, change of address, Drivers and Vehicles Office ..... (MTO) 622
Motor Vehicle Accident Claims Fund ..... (FIN) 370
records are properly maintained ..... (MTO) 622
regulates driver qualifications and performance ..... (MTO) 622

suspensions, demerit points, Drivers and Vehicles Office ..... (MTO) 622
drug
advice, matters relating to the Ontario Drug Benefit Program ..... (MOH) 414
distribute Ontario Drug Benefit Formulary/Comparative Drug Index ..... (MOH) 414
Drug Quality and Therapeutics Committee ..... (MOH) 436
evaluates requests for unlisted drug products ..... (MOH) 414
evaluates scientific/educational material for health professionals ..... (MOH) 414
Health Network, process claims, perform drug use review, pharmacies ..... (MOH) 414
Ontario's Drug Benefit (ODB) program ..... (MOH) 413
physician prescribing guidelines ..... (MOH) 414
processes medical claims ..... (MOH) 415
quality assessment of drugs listed in the ODB Formulary/CDI ..... (MOH) 414
recommendations on the interchangeability of generic drug products ..... (MOH) 436
Special Drugs Program ..... (MOH) 413
surveillance for drugs on the Drug Benefit Formulary ..... (MOH) 419
testing ..... (MOH) 419
Trillium Drug Program, prescription drug coverage ..... (MOH) 414
See also pharmaceutical
See also vaccines
Dyer Registration Certificate - FTA ..... (FIN) 365

E

Earl Rowe Provincial Park (Southwestern) ..... (MNR) 503
Earth Resources Land Information System ..... (NDM) 522
economic
indicators, demographics, interjurisdictional competitiveness comparisons ..... (EDT) 314
information and presentation services to support investment ..... (EDT) 314
economic development
mineral resources ..... (NDM) 524
Northern Ontario, one-stop access to services ..... (NDM) 536
Ontario Aboriginal Economic Development Program ..... (NAT) 490
promotion, Northern Ontario ..... (NDM) 530
rural business development programs ..... (AGF) 133
support for business initiatives, agriculture and rural business sectors ..... (AGF) 133
Edible Oil Products ..... (AGF) 137
education
adult basic education, English as a Second Language, literacy ..... (EDU) 323
Advisory Council on Special Education ..... (EDU) 328
art programs for all ages ..... (TCR) 574
arts, archaeology and natural science programs for all ages ..... (TCR) 579
assessment, programs in elementary, secondary and post secondary institutions ..... (EDU) 326
bilingual learning program, science, technology, northern environment ..... (TCR) 579
blind, deaf, deaf/blind and pupils with severe learning disabilities ..... (EDU) 324
capital and operating grants to universities ..... (TCU) 588
courses, internship program, residency program, regional patholgists ..... (MSG) 560
Demonstration Schools, pupils with severe learning disabilities ..... (EDU) 325
distance elementary program, children temporarily outside Ontario ..... (EDU) 323
emergency management public education programs ..... (MSG) 559
final avenue of appeal, exceptional pupil identification or placement ..... (EDU) 329
fire services, certification and accreditation programs ..... (MSG) 562
French-language schools, elementary and secondary ..... (EDU) 322
funding, diabetes, southern Ontario ..... (MOH) 394

funding, policy, reforms ..... (EDU) 321
in-service teacher education, blind, deaf, deaf/blind, learning disabilities ..... (EDU) 324
mental health law ..... (MOH) 438
Ontario Parent Council, parental involvement in the education system ..... (EDU) 329
programs in botanical studies, horticulture, natural history ..... (TCR) 578
public education, health, disease prevention, parenting ..... (MOH) 405
resolve disputes over language of instruction, French or English minority ..... (EDU) 328
resource services to pre-school deaf, deaf/blind children ..... (EDU) 324
secondary school distance education courses, adult, children ..... (EDU) 323
support services to elementary and secondary schools ..... (EDU) 320
training projects, archaeological research and resource conservation ..... (TCR) 571
See also public education
See also schools

educators
See teacher

elections
appointment, training and payments of election officials ..... (OCE) 124
conducts provincial elections, directs returning officers ..... (OCE) 124
detailed current and historical information relating to provincial elections ..... (OCE) 124
Elections Ontario - Election Finances Office ..... (EFO) 122
equipment and supplies for polling places at an election ..... (OCE) 124
Office of the Chief Election Officer ..... (OCE) 124

electrical
approves products ..... (CBS) 242
inspects devices and installations ..... (CBS) 242
Safety Code, compliance ..... (CBS) 242

electricity
consultation and liaison on restructuring Ontario's electricity sector ..... (EST) 332
policy on supply, restructuring, distribution and pricing ..... (EST) 332
regulatory oversight, electricity sectors ..... (EST) 335
sector, Ontario Energy Board licenses market participants ..... (EST) 335
sets rates charged for transmission and distribution ..... (EST) 335

Elementary School Program ..... (EDU) 324

elevating devices
technical standards and safety ..... (CBS) 243

emergency
ambulance services ..... (MOH) 395
emergency management public education programs ..... (MSG) 559
planning, flood and fire, flood forecasting and warning ..... (MNR) 500
preparedness and response ..... (MSG) 558
response, food quality and safety, 24 hour basis ..... (AGF) 143

Emergency Response ..... (AGF) 143
Emily Provincial Park (Southeastern) ..... (MNR) 503
Employee Ownership Labour Sponsored Venture Capital Corporation ..... (FIN) 363

employees
adjustment situations, apprenticeship leading to certification ..... (TCU) 592
arbitration, mediation, collective bargaining ..... (LAB) 450
construction industry, health and safety in the workplace ..... (LAB) 444
industrial, health and safety in the workplace ..... (LAB) 444
mining industry, health and safety in the workplace ..... (LAB) 445
pay equity ..... (LAB) 456
regulates casino employees ..... (CBS) 272
See also workers

Employer Health Tax ..... (FIN) 363
Employer Health Tax for Self-Employed Individuals ..... (FIN) 363

employers
advice, workplace needs assessment, training plans, HR develpoment ..... (TCU) 592
construction health and safety ..... (LAB) 444
health and safety, mining ..... (LAB) 445
implementation of pay equity ..... (LAB) 456
industrial health and safety ..... (LAB) 444
mediation, collective bargaining ..... (LAB) 450
on-the-job apprenticeship training programs ..... (TCU) 595
public education and consultation, Ontario Human Rights Commission ..... (CIT) 198
requests for the appointment of arbitrators ..... (LAB) 451
roster of qualified grievance arbitrators ..... (LAB) 451
services to support equal opportunity efforts ..... (CIT) 191
Workers' Safety and Insurance, advice, representation ..... (LAB) 453
Workers' Safety and Insurance, Office of the Employer Adviser ..... (LAB) 453
Workplace Safety and Insurance, appeals ..... (LAB) 457
Workplace Safety and Insurance Board, firm registration, classification ..... (LAB) 457
Workplace Safety and Insurance Board, premium assessment, billing ..... (LAB) 457
Workplace Safety and Insurance, disputes, access to workers' files ..... (LAB) 457

employment
employment and training program information to the public ..... (TCU) 591
employment preparation, literacy and basic skills ..... (TCU) 591
minimum terms and conditions, employment standards ..... (LAB) 443
Ontario Labour Relations Board ..... (LAB) 455
Ontario Works ..... (CSS) 229
right to equal treatment, investigation and enforcement ..... (CIT) 198
See also jobs

energy
analysis, advice and policy coordination on supply, distribution and pricing ..... (EST) 333
conservation services ..... (ENE) 341
construction of pipelines and franchise agreements, utilities, municipalities ..... (EST) 335
industry, financial and economic analysis, regulatory issues, market structures ..... (EST) 333
licenses companies that sell to residential and commercial users ..... (EST) 335
purchase or sell distribution and transmission asset, approval ..... (EST) 335
regulatory oversight, natural gas and electricity sectors ..... (EST) 335
sets the rates charged by utilities ..... (EST) 335
technical standards and safety, Energy Act ..... (CBS) 243

enforcement
Civil Remedies for Illicit Activities ..... (MAG) 179
commercial vehicle and highway carrier inspections ..... (MTO) 600
complaints about police conduct ..... (MSG) 565
complaints about police force policies, services ..... (MSG) 565
compliance, financial institutions and intermediaries ..... (FIN) 372
compliance, insurance corporate agencies, insurance adjusters ..... (FIN) 372
compliance, mortgage brokers ..... (FIN) 372
court orders arising out of civil proceedings ..... (MAG) 171
Drive Clean Program ..... (ENE) 340
ensures pension plans registered comply with Act ..... (FIN) 373
environmental laws ..... (ENE) 344
fire safety legislation and standards ..... (MSG) 564
highway carrier regulations ..... (MTO) 603
highway safety standards ..... (MTO) 618
investigates tax evasion, fraudulent grant and tax credit claims ..... (FIN) 368
Ontario Human Rights Code ..... (CIT) 198
resources compliance ..... (MNR) 494

vehicle emission inspection and maintenance program for light and heavy duty vehicles . . . (ENE) 340
writs of execution, summoning jurors for jury duty . . . (MAG) 171
See also police

engineering
agricultural land use, engineering and technology . . . (AGF) 134
expertise to occupational health and safety programs . . . (LAB) 445
land-use, resource management . . . (MNR) 495
Mines Library, texts on engineering geology . . . (NDM) 523

engineers
technical standards and safety, Operating Engineers Act . . . (CBS) 243

English
English as a Second Language courses, distance education, secondary . . . (EDU) 323
resolve disputes, education programs in the language of a minority group . . . (EDU) 328

entrepreneurship
self-help business initiatives and products . . . (EDT) 307

environment
adverse drinking water notifications and pollution hotline . . . (ENE) 347
appeals, environmental approvals, licences, permits, orders . . . (ENE) 348
assessments, analytical support, technical information . . . (ENE) 341
Bill of Rights . . . (ENE) 338
claims concerning contaminant damage to property . . . (AGF) 149
classifies all new pesticide products . . . (ENE) 349
develops procedures for measuring new environmental pollutants . . . (ENE) 341
Environmental Commissioner of Ontario . . . (ECO) 123
environmental management, agricultural industry . . . (AGF) 134
expertise on exposure to radiation . . . (LAB) 446
hearings arising from revocation, alteration under environmental statutes . . . (ENE) 348
information, multimedia monitoring network . . . (ENE) 340
investigation and enforcement . . . (ENE) 344
mine site develpoment, closure . . . (NDM) 524
Niagara Escarpment, permit development application appeals, plan amendment applications . . . (ENE) 348
partnerships, private industry, municipalities, non-government organizations . . . (ENE) 341
pollution sources offenders comply with environmental legislation . . . (ENE) 344
public education . . . (ECO) 123
public health, consultation and support . . . (MOH) 404
Registry, information sharing with the public . . . (ENE) 338
reports of spills, coordinates response actions, 24-hour basis . . . (ENE) 347
research projects, atmospheric and aquatic pollutants . . . (ENE) 341
reviews government accountability for environmental decision-making . . . (ECO) 123
risk assessment, toxicological, threats to ecosystem . . . (ENE) 341
risk, inactive, abandoned and orphaned mine sites . . . (NDM) 524
standards that protect human health . . . (ENE) 341
technical library, by appointment . . . (ENE) 341
toxicological advice, diagnostic services, contaminants and pesticides . . . (ENE) 341
water, wastewater services to municipalities . . . (ENE) 348
See also environmental assessment
See also pollution

Environment Industry Solutions . . . (ENE) 341

environmental assessment
advice and technical guidance, Environmental Assessment Act . . . (ENE) 344
archaeological and cultural resources conservation . . . (TCR) 571
facilities which may emit a contaminant to the air, reviews applications . . . (ENE) 344
licensing sale and use of pesticides . . . (ENE) 344
one-window service for regulatory environmental approvals . . . (ENE) 344

waste, water and sewage facilities, reviews applications . . . . . (ENE) 344
See also environment
Environmental Farm Plan Technical Support . . . . . (AGF) 135
Ernest C. Drury School for the Deaf Residential and Day School Programs . . . . . (EDU) 324
Esker Lakes Provincial Park (Northeastern) . . . . . (MNR) 503
estates
audits . . . . . (MAG) 171
Certificates of Appointment of an Estate Trustee . . . . . (MAG) 171
contested claims, will trials . . . . . (MAG) 171
persons who die intestate, without known heirs . . . . . (MAG) 177
evaluation
mining claims assessment . . . . . (NDM) 525
program policy related to payment of fee-for-service to physicians . . . . . (MOH) 415
public health, central resource . . . . . (MOH) 404
examinations
development of Interprovincial Standards (Red Seal) examinations . . . . . (TCU) 595
develops Ontario certification examinations . . . . . (TCU) 595
wood measurement, scaler's licences . . . . . (MNR) 515
Exclude time on unpatented claims for performance of work . . . . . (NDM) 526
exhibitions
Art Gallery of Ontario . . . . . (TCR) 574
art, travelling . . . . . (TCR) 574
arts, archaeology, natural science, travelling, Royal Ontario Museum . . . . . (TCR) 579
Ontario Science Centre . . . . . (TCR) 577
export
international markets . . . . . (EDT) 316
marketing, Ontario agri-food . . . . . (AGF) 139
New Exports to Border States, Americas . . . . . (EDT) 316
Export Services - Video . . . . . (AGF) 139
Exporter's Registration Certificate - FTA . . . . . (FIN) 365
Exporter's Registration Certificate - GTA . . . . . (FIN) 365
Exporting Food to the USA . . . . . (AGF) 139
expropriation
Board of Negotiation, settlements when real property is expropriated . . . . . (MAG) 153
Ontario Municipal Board, land compensation appeals . . . . . (MAG) 153
Extensions of Time . . . . . (NDM) 526

F

Fairbank Provincial Park (Northeastern) . . . . . (MNR) 503
fall colour
recorded reports . . . . . (TCR) 582
tourist attractions, Ontario Travel Information Centres . . . . . (TCR) 568
families
Office of Child and Family Service Advocacy (Advocacy Office) . . . . . (CSS) 212
family benefits
See children
Family Responsibility . . . . . (CSS) 210
Farm Business Registration . . . . . (AGF) 146
Farm Implement Dealer Registration Certificate . . . . . (AGF) 135
Farm Implement Distributor Registration Certificate . . . . . (AGF) 135
Farm Implements Complaints Handling . . . . . (AGF) 135
Farm Plus Plan (Rural Loan Pool) . . . . . (AGF) 140
Farm Soil Sample Analysis . . . . . (AGF) 133

Farming and Food Production Protection Act Program . . . . . (AGF) 135
Farmlands Property Class Tax Program . . . . . (AGF) 141
farms
See agriculture
fatalities
investigate mining industry fatalities . . . . . (LAB) 445
See also deaths
Fax Service . . . . . (NDM) 526
federal-provincial
relations, policies and program issues, negotiating and communications advice . . . . . (MIA) 440
trade and investment issues, economic developmental concerns . . . . . (EDT) 312
Federal-Provincial Programs . . . . . (FIN) 359
fellowships
mental health research . . . . . (MOH) 438
See also financial assistance
Fellowships for Studying in French . . . . . (TCU) 587
Ferris Provincial Park (Southeastern) . . . . . (MNR) 503
ferry
building and operating ferry services . . . . . (MTO) 600
passenger and freight services, Northern Ontario . . . . . (NDM) 538
Fertilizer Requirement Tables . . . . . (AGF) 133
festivals
tourist information, publications . . . . . (TCR) 568
Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry and Specialty Crops . . . . . (AGF) 133
film
approves and classifies films and videos for exhibition or distribution . . . . . (CBS) 275
attracting international producers to Ontario location, production facilities . . . . . (TCR) 577
labour based tax credits to eligible producers . . . . . (TCR) 577
records of enduring value, Archives of Ontario . . . . . (MBC) 463
regulates movie theatres, distributors and video retailers . . . . . (CBS) 240
Science North, IMAX theatre, 3-D films . . . . . (TCR) 579
training opportunities for emerging Ontario filmmakers . . . . . (TCR) 577
financial
guardianship services, mentally incapable clients . . . . . (MAG) 178
regulatory sectors, credit unions, caisses populaires, co-operatives . . . . . (FIN) 369
regulatory sectors, pensions, insurance, loan and trust companies . . . . . (FIN) 369
financial assistance
OSAP (Ontario Student Assistance Program) . . . . . (TCU) 587
paying for an assessment of capacity under the Substitute Decisions Act . . . . . (MAG) 177
postsecondary students for educational costs and basic living expenses . . . . . (TCU) 587
See also grants
See also loan
financial protection
beef producers, sales barn operators and county dealers . . . . . (AGF) 136
grain producers, dealer defaults on payment or storage . . . . . (AGF) 149
livestock producers, licensed dealer defaults on payment . . . . . (AGF) 149
See also insurance
fines
Ontario Court of Justice, payment of fines other than parking . . . . . (MAG) 170
Finlayson Point Provincial Park (Northeastern) . . . . . (MNR) 503
fire
appeals, Fire Protection and Prevention Act, 1997, Ontario Fire Code . . . . . (MSG) 564
assist municipalities to evaluate their fire protection services . . . . . (MSG) 562
educational programs related to fire investigations . . . . . (MSG) 563

emergency planning . . . . . (MNR) 500
evaluate specific occurrences to determine factors contributed to life loss . . . . . (MSG) 563
Fire Safety Commission, adjudicative agency . . . . . (MSG) 564
fire service certification program . . . . . (MSG) 562
management, emergency response . . . . . (MNR) 495
Ontario Fire College . . . . . (MSG) 564
regional training for municipal fire fighters . . . . . (MSG) 564
safety awards to citizens, firefighters and organizations . . . . . (MSG) 561
safety in education facilities, institutional buildings, new construction . . . . . (MSG) 564
service publications . . . . . (MSG) 561
training programs, curriculum assistance to fire departments . . . . . (MSG) 564
See also inspection
Fire Safety Commission . . . . . (MSG) 564
firefighter
awards program . . . . . (MSG) 561
Ontario Medal for Firefighter Bravery . . . . . (CIT) 191
First Nations
Constables, approves appointments . . . . . (MSG) 565
See also aboriginal
See also native
fish
See fishing
fisheries
mangement of Great Lakes fisheries, Ontario's fish culture operations . . . . . (MNR) 501
partnership programs . . . . . (MNR) 501
fishing
sells licences . . . . . (CBS) 235
tourist information, publications . . . . . (TCR) 568
travel counselling, recreation opportunities . . . . . (MNR) 512
Fitzroy Provincial Park (Southeastern) . . . . . (MNR) 503
food
agri-food research, education and laboratory programs, University of Guelph . . . . . (AGF) 143
consulting services to the food processing industry . . . . . (AGF) 145
industry, one-window source of information on programs and services . . . . . (AGF) 135
industry, single window to government . . . . . (AGF) 135
industry standards on food grades, processes and regulatory compliance . . . . . (AGF) 145
information on programs and services, grocery retailers, food businesses . . . . . (AGF) 135
inspection at processing plants and other points of distribution . . . . . (AGF) 136
Ontario Food Terminal, central marketplace for growers and wholesalers . . . . . (AGF) 151
quality and safety, 24 hour Emergency Situation ResponseTeam . . . . . (AGF) 143
research, agri-food industry . . . . . (AGF) 148
research field stations . . . . . (AGF) 143
safety and quality standards, foods of plant origin . . . . . (AGF) 137
safety, disease control programs . . . . . (MOH) 403
safety, field-to-fork, science-based systems approach . . . . . (AGF) 140
See also agriculture
forensic science
Centre of Forensic Sciences . . . . . (MSG) 558
library, educational materials . . . . . (MSG) 558
scientific examination of physical objects and materials . . . . . (MSG) 558
forest
agroforestry advisory services . . . . . (AGF) 132
Algonquin Forestry Authority . . . . . (MNR) 514
fire management services . . . . . (MNR) 500
partnership programs, Sustainable Forest Licences . . . . . (MNR) 501

research funding, Ontario Forestry Council ..... (MNR) 515
resource management, program delivery ..... (MNR) 494
francophone
French Language Services Act ..... (OFA) 382
information on the province's French-speaking population ..... (OFA) 382
fraud
grant and tax credit claims ..... (FIN) 368
health system ..... (MOH) 419
freedom of information
Information and Privacy Commissioner ..... (IPC) 123
investigates wrongful collection, use or disclosure of personal information ..... (IPC) 123
reviews government decisions about access to information ..... (IPC) 123
Freedom of Information and Protection of Privacy ..... (AGF) 144
Freedom of Information and Protection of Privacy ..... (MAH) 479
freight
rail, bus, ferry, marine transportation, Northern Ontario ..... (NDM) 538
French
advisory services to colleges, French language education ..... (TCU) 587
coordination of government-wide delivery of French language services ..... (OFA) 382
curricula for French-language elementary and secondary education ..... (EDU) 323
elementary/secondary funding programs ..... (EDU) 323
Hansard Reporting and Interpretation Services ..... (LEG) 120
program guidelines for the university sector, French-language education ..... (TCU) 588
resolve disputes, education programs in the language of a minority group ..... (EDU) 328
secondary school distance education courses ..... (EDU) 323
translation and publication of Ontario regulations ..... (MAG) 182
translation services for ministries and schedule I and IV agencies ..... (MBC) 474
Frontenac Provincial Park (Southeastern) ..... (MNR) 503
fruit
central marketplace for Ontario growers and produce wholesalers ..... (AGF) 151
Export Marketing, Ontario agri-food products ..... (AGF) 138
Foodland Ontario, promotion program, Ontario fruits and vegetables ..... (AGF) 139
inspection services at processing plants and other points of distribution ..... (AGF) 136
licensing of processors, grapes, tender fruit, apples ..... (AGF) 150
supervising marketing boards, commodity regulation ..... (AGF) 150
Fuel Acquisition Permit - Kerosene (FTA) ..... (FIN) 365
Fuel Acquisition Permit - Tobacco Curing (FTA) ..... (FIN) 365
Fuel Acquisition Permit-FTA ..... (FIN) 365
Fuel Tax ..... (FIN) 365
fuels
collection and refunds, gas and fuel taxes ..... (FIN) 365
funding
addiction treatment services ..... (MOH) 395
AIDS, community-based groups, Ontario HIV Treatment Network ..... (MOH) 393
annual student-focused funding grant regulations ..... (EDU) 321
diabetes education programs, southern Ontario ..... (MOH) 394
education, policy, reforms ..... (EDU) 321
forestry research ..... (MNR) 515
heritage groups ..... (TCR) 571
Ontario Graduate Scholarship program ..... (TCU) 596
physicians, Alternate Payment Program ..... (MOH) 412
Preschool Speech and Language Program ..... (MOH) 404
programs, Advancing Women's Economic Independence ..... (CIT) 193
programs, Promoting Women's Safety, Investing in Women's Futures ..... (CIT) 193
rape crisis/sexual assault centres ..... (MAG) 183
rape crisis/sexual assault centres ..... (MCS) 302

See also financial assistance
See also grants
funeral
consumer compensation claims, prepaid services not received . . . . . (CBS) 275
Ontario Board of Funeral Services, regulates industry . . . . . (CBS) 275
fur
reconstruction of original fur trade establishment, Old Fort William . . . . . (TCR) 573
Fushimi Lake Provincial Park (Northeastern) . . . . . (MNR) 503

G

GAINS
program information . . . . . (FIN) 353
gaming
charitable and casino, licences and regulates . . . . . (CBS) 272
Gaming Control Act, 1992 . . . . . (CBS) 273
garbage
See waste
gardens
Royal Botanical Gardens . . . . . (TCR) 578
gasoline
analysis, advice and policy coordination on supply, distribution and pricing . . . . (EST) 333
supply, issues . . . . . (EST) 333
tax appeals . . . . . (FIN) 368
tax, collection, refunds . . . . . (FIN) 365
technical standards and safety, Gasoline Handling Act . . . . . (CBS) 243
Gasoline Tax . . . . . (FIN) 365
Gazette
Ontario Gazette, purchase . . . . . (CBS) 236
Ontario Gazette subscriptions . . . . . (CBS) 237
General Education Development . . . . . (EDU) 324
General Inquiry Unit . . . . . (CBS) 232
General Mining Land Information . . . . . (NDM) 526
geodetic services
develops and publishes standards, guidelines, specifications for surveys . . . . . (MNR) 512
installs Global Positioning System markers and base stations . . . . . (MNR) 512
maintains databases . . . . . (MNR) 512
GEOEnterprises Ontario . . . . . (NDM) 523
geographic names
Ontario Geographic Names Board, recommends names to be used on maps . . . (MNR) 515
surveying activities . . . . . (MNR) 512
geology
field investigations on known mineral deposits . . . . . (NDM) 527
mapping of the bedrock and mineral deposits, Precambrian Shield . . . . . (NDM) 527
Mines Library, mining and mineral resources . . . . . (NDM) 523
Geophysics Program . . . . . (NDM) 527
Geoscience Laboratories . . . . . (NDM) 522
Geoscience Library . . . . . (NDM) 523
gift shop
Legislative Building . . . . . (LEG) 120
Niagara Parks Commission . . . . . (TCR) 580
Old Fort William . . . . . (TCR) 573
Royal Botanical Gardens . . . . . (TCR) 578
Royal Ontario Museum . . . . . (TCR) 579
Science North . . . . . (TCR) 579

Global Opportunities Directory . . . . . (AGF) 139
golf course
Niagara Parks Commission . . . . . (TCR) 580
grain
Financial Protection Program . . . . . (AGF) 149
licencing and inspection of grain elevators and dealers . . . . . (AGF) 146
See also crops
Grain Dealer Licensing and Financial Protection Program . . . . . (AGF) 146
Grain Elevator Operator Licensing and Financial Protection Program . . . . . (AGF) 146
Grain Financial Protection Board . . . . . (AGF) 146
grants
educational programs and services to Ontarians on two television networks . . . . (TCU) 595
financial assistance to postsecondary students . . . . . (TCU) 587
mental health research . . . . . (MOH) 438
Ontario Educational Communications Authority (TVO and TFO) ,
provincial . . . . . (TCU) 595
program, Community AccessAbility . . . . . (CIT) 191
program, Enabling Change . . . . . (CIT) 191
special, capital and operating grants to universities . . . . . (TCU) 588
Working Partnerships, Aboriginal Community Capital Grants Program . . . . . (NAT) 490
See also financial assistance
See also funding
Grants to Recreation and Fitness Organizations . . . . . (TCR) 572
Grape Processor Licence . . . . . (AGF) 150
Great Lakes
fisheries management . . . . . (MNR) 501
natural resource management . . . . . (MNR) 501
renewal, Environmental Partnerships . . . . . (ENE) 341
Greenwater Provincial Park (Northeastern) . . . . . (MNR) 503
grievance
constituting boards of arbitration, appointing single arbitrators . . . . . (LAB) 451
coordinating OPS grievances . . . . . (MBC) 463
crown employees, public service . . . . . (LAB) 452
maintains a roster of qualified arbitrators . . . . . (LAB) 451
teachers . . . . . (EDU) 329
uniformed members complaints, Ontario Provincial Police . . . . . (MBC) 477
Grundy Lake Provincial Park (Central) . . . . . (MNR) 503
Guaranteed Annual Income System . . . . . (FIN) 363
guardian
Children's Lawyer (formerly the Official Guardian) . . . . . (MAG) 175
financial guardianship services, mentally incapable clients . . . . . (MAG) 178
investigates allegations of serious harm to incapable adults . . . . . (MAG) 177
personal care guardianship services, mentally incapable adults . . . . . (MAG) 177
Public Guardian and Trustee . . . . . (MAG) 176
registry . . . . . (MAG) 177
requests to appoint guardian . . . . . (MAG) 177

H

Halfway Lake Provincial Park (Northeastern) . . . . . (MNR) 503
handicapped
See disabilities
Hansard
purchase, Publications Ontario . . . . . (CBS) 236

reports, available on the Internet . . . . . (LEG) 120
verbatim transcripts of the sittings of the Legislature, publication . . . . . (LEG) 120
hatcheries
resource management, program delivery . . . . . (MNR) 501
hazardous materials
Workplace Hazardous Materials Information System . . . . . (LAB) 444
health
ambulance services, land and air transportation . . . . . (MOH) 395
anonymous HIV testing program . . . . . (MOH) 393
appeals, decisions of Ontario Health Insurance Plan respecting eligibility and payment . . . . . (MOH) 437
appeals, decisions with respect to licensing of Long-Term Care health facilities . . . . . (MOH) 437
appeals, Employer Health Tax . . . . . (FIN) 368
appeals, orders of health and safety inspectors . . . . . (LAB) 455
appeals, self-regulating agencies, applications for registration . . . . . (MOH) 437
appeals, self-regulating agencies, reviews decisions of complaints committees . . . . . (MOH) 437
Chief Medical Officer of Health . . . . . (MOH) 402
Community Health Centres, integrated primary care, priority groups . . . . . (MOH) 393
diabetes care and education, southern Ontario (south of Parry Sound) . . . . . (MOH) 394
District Health Councils, arm's length advisory bodies . . . . . (MOH) 434
drug programs, publication of the ODB Formulary/CDI . . . . . (MOH) 413
effect on human, environmental research projects, atmospheric, aquatic pollutants . . . . . (ENE) 341
employees and employers in construction . . . . . (LAB) 444
employers and employees in workplace, industrial . . . . . (LAB) 444
funds delivery of midwifery services . . . . . (MOH) 394
Health Service Organizations, primary care services . . . . . (MOH) 413
immunization, vaccines . . . . . (MOH) 403
Independent Health Facilities, diagnostic tests, treatment and surgical service . . . . . (MOH) 412
information, Employer Health Tax . . . . . (FIN) 353
laboratories, testing in support of public health activities . . . . . (MOH) 420
mental health research, grants, fellowships, application guidelines . . . . . (MOH) 438
Network, linking pharmacies with Ontario Drug Benefit program to process drug claims . . . . . (MOH) 414
occupational health and safety . . . . . (LAB) 444
occupational, workplaces in the mining industry . . . . . (LAB) 445
OHIP Health Card . . . . . (MOH) 415
problems in rental properties, tenant complaints . . . . . (MAH) 482
promotion policies and programs . . . . . (MOH) 394
public health units, health promotion and disease prevention programs . . . . . (MOH) 405
research and evaluation, epidemiology . . . . . (MOH) 403
safety assessments of chemicals . . . . . (LAB) 445
statistical analysis of occupational health data . . . . . (LAB) 445
surveillance of reportable diseases . . . . . (MOH) 403
treatment of sexually transmitted diseases and tuberculosis . . . . . (MOH) 403
Women's Health Council . . . . . (MOH) 427
workplace insurance . . . . . (LAB) 452
See also medical
See also mental health
health insurance
appeals, decisions of Ontario Health Insurance Plan respecting eligibility and payment . . . . . (MOH) 437
investigation of inappropriate fee-for-service claims . . . . . (MOH) 437

payment of medical claims . . . . . (MOH) 415
recommendations, eligibility of insured services . . . . . (MOH) 437
registration, information, issuance of Health Cards . . . . . (MOH) 415
registration of eligible health care providers . . . . . (MOH) 415
See also OHIP
Health Service Organization . . . . . (MOH) 413
Healthy Futures for Ontario Agriculture . . . . . (AGF) 134
hearings
appeals, designation of archaeological or historic sites . . . . . (TCR) 574
appeals, environmental approvals, licences, permits, orders . . . . . (ENE) 348
appeals, refusal of archaeological licences . . . . . (TCR) 574
arising from revocation, alteration under environmental statutes . . . . . (ENE) 348
bail . . . . . (MAG) 170
consolidated, Environmental Review, Ontario Municipal Boards . . . . . (ENE) 348
disputes, pay equity . . . . . (LAB) 456
human rights . . . . . (CIT) 198
landlord-tenant disputes . . . . . (MAH) 485
municipal designation of property, historical or architectural conservation . . . . . (TCR) 574
public, Ontario Municipal Board, quasi-judicial administrative tribunal . . . . . (MAG) 153
represents Ontario's interests before the National Energy Board . . . . . (EST) 333
review, young persons in custody . . . . . (CSS) 214
rulings, Ontario Racing Commission Judges, Stewards officiating at races . . . . . (CBS) 276
See also appeal
Hearings regarding recommendations to revoke/suspend prospectors licences . . . . (NDM) 526
heritage
advisory services, technical assistance,conservation and planning . . . . . (TCR) 571
funding assistance, community museums, local historical societies . . . . . (TCR) 571
identifying, conserving and managing archaeological resources . . . . . (TCR) 571
manages, restores provincially significant historic buildings . . . . . (TCR) 575
natural heritage partnership programs . . . . . (MNR) 502
Ontario Heritage Foundation . . . . . (TCR) 575
Ontario Parks . . . . . (MNR) 503
Provincial Historical Plaques Program . . . . . (TCR) 575
register of designated properties . . . . . (TCR) 571
See also archaeological
See also conservation
highways
carrier safety and enforcement . . . . . (MTO) 618
construction materials, quality standards and guidelines . . . . . (MTO) 614
construction materials, testing and analysis . . . . . (MTO) 614
construction standards, Ontario Provincial Standards . . . . . (MTO) 613
design publications and manuals . . . . . (MTO) 613
enforcement of highway carrier regulations . . . . . (MTO) 603
illumination and speed limits . . . . . (MTO) 614
traffic accident information files . . . . . (MTO) 614
traffic control devices, traffic signs and signals . . . . . (MTO) 614
See also bridges
See also roads
hiking trails
tourist information, publications . . . . . (TCR) 567
historic
attractions, Sainte-Marie among the Hurons, Discovery Harbour . . . . . (TCR) 573
sites, designation of archaeological, appeals . . . . . (TCR) 574
sites, Niagara Parks Commission . . . . . (TCR) 580
historical
art, Art Gallery of Ontario . . . . . (TCR) 574

designation of property for conservation, hearings . . . . . (TCR) 574
Huronia Historical Parks . . . . . (TCR) 573
manages, restores provincially significant historic buildings . . . . . (TCR) 575
Provincial Historical Plaques Program . . . . . (TCR) 575
societies, funding . . . . . (TCR) 571

hoisting
Materials testing, wire ropes used in mine-hoisting installations . . . . . (LAB) 445

holidays
employment standards, rules on paid public holidays, vacation pay . . . . . (LAB) 443

home care
See long-term care

home for the aged
See long-term care

Home Oxygen Program . . . . . (MOH) 422

horticulture
crop technology, courses, field days, technical production packages . . . . . (AGF) 132
Royal Botanical Gardens, scientific and research institution . . . . . (TCR) 578
safety and quality standards, foods of plant origin . . . . . (AGF) 137

hospitals
advocacy and rights advice to inpatients, psychiatric hospitals . . . . . (MOH) 408
Health Care Programs . . . . . (MOH) 393
Independent Health Facilities, diagnostic tests, treatment, surgical services . . . (MOH) 412

housing
adjudicate landlord-tenant disputes . . . . . (MAH) 485
applications for rent matters filed before June 17, 1998 . . . . . (MAH) 485
forms and information brochures, landlord and tenant matters . . . . . (MAH) 485
mortgages made available by the Province of Ontario . . . . . (MAH) 480
Ontario Building Code, municipal property standards . . . . . (MAH) 481
public housing, municipal contro . . . . . (MAH) 484
Regional Offices, administration of social and market housing programs . . . . . (MAH) 480
See also accommodation

HSOs
Health Service Organizations, primary health care services . . . . . (MOH) 413

human rights
complaints and violations hearings . . . . . (CIT) 198
investigation and enforcement, education . . . . . (CIT) 198
Ontario Human Rights Commission . . . . . (CIT) 198
protection from discrimination based on disability . . . . . (CIT) 191
research into patterns of discrimination . . . . . (CIT) 198

hunting
Ontario Moose and Bear Allocation Advisory Committee . . . . . (MNR) 516
sells hunting licences . . . . . (CBS) 235
tourist information, publications . . . . . (TCR) 568
travel counselling, recreation opportunities . . . . . (MNR) 512

hydro
See electricity

hydrology
highways, design, construction, Ontario Provincial Standards . . . . . (MTO) 613
highways, drainage and hydrology engineering . . . . . (MTO) 604

I

IJT of Middle Distillate Fuel Registration Certificate-FTA . . . . . (FIN) 365
IJT Registration Certificate - GTA . . . . . (FIN) 365

ILC
Independent Learning Centre . . . . . (EDU) 324
IMAGE Books . . . . . (CBS) 275
immigrants
administering business immigration programs . . . . . (EDT) 312
Business Immigration Program, information seminars . . . . . (EDT) 313
establishment services to help settle business immigrants . . . . . (EDT) 312
Newcomer Settlement Program . . . . . (CIT) 190
immunization
disease control . . . . . (MOH) 403
programs, public health units . . . . . (MOH) 405
See also vaccines
Importer's Registration Certificate - FTA . . . . . (FIN) 365
Importer's Registration Certificate - GTA . . . . . (FIN) 365
In-office and in-field Geological Consultation and Advisory Services . . . . . (NDM) 528
Income Security Policy . . . . . (FIN) 359
income tax
See taxation
Incorporation of Business . . . . . (CBS) 265
Incorporation of Business/Non-Profit Corporations . . . . . (CBS) 244
249, 255, 256, 257, 258, 262, 263, 265, 267, 268, 269
Indians
See aboriginal
industrial
health and safety, inspection, enforcement . . . . . (LAB) 444
industry
negotiate trade and investment agreements . . . . . (EDT) 312
self-management . . . . . (CBS) 241
See also business
See also manufacturing
information service
food industry, biotechnolog and rural business development clients . . . . . (AGF) 135
labour relations and collective bargaining . . . . . (LAB) 450
land registration, Teranet Land Information Services . . . . . (CBS) 248
See also bilingual information and referral service
Information Services . . . . . (CBS) 276
Infrastructure and Telecommunications Program . . . . . (NDM) 534
injuries
compensation, result of an act of criminal violence . . . . . (MAG) 182
occupational health and safety, construction, window-cleaning operations . . . . . (LAB) 444
occupational health and safety, mining industry . . . . . (LAB) 445
occupational helath and safety, industrial workplace . . . . . (LAB) 444
prevention including substance abuse programs . . . . . (MOH) 403
Workplace Safety and Inusrance Board . . . . . (LAB) 457
See also accident
inquests
coroners . . . . . (MSG) 560
inspection
abattoirs, meat . . . . . (AGF) 137
commercial vehicle and highway carrier . . . . . (MTO) 600
dairy production, processing plants . . . . . (AGF) 137
flue-cured tobacco . . . . . (AGF) 145
food premises inspection, public health units . . . . . (MOH) 405
food processing plants and other points of distribution . . . . . (AGF) 136
grain elevators and grain dealers . . . . . (AGF) 146
medical laboratories, specimen collection centres . . . . . (MOH) 420

rental properties, tenant complaints, health, safety, maintenance problems .... (MAH) 482
standards, fire safety in education facilities, institutional buildings, new construction ..... (MSG) 564
third-party, tomatoes, cucumbers, carrots, cauliflower, peas, red beets ..... (AGF) 145
X-Ray facilities ..... (MOH) 412
See also buildings
See also fire
Inspection of residential rental properties ..... (MAH) 482
institution
correctional institutions ..... (MCS) 286
insurance
agricultural ..... (AGF) 145
appeal, automobile insurance statutory accident benefits claims ..... (FIN) 371
approves automobile insurance rates (premiums) and risk classifications ..... (FIN) 371
automobile insurance evaluation of claimants' entitlement to accident benefits ..... (FIN) 370
compensation, people injured in auto accident when no insurance exists ..... (FIN) 370
complaints, business practices of insurance companies ..... (FIN) 373
Deposit Insurance Corporation of Ontario ..... (FIN) 368
deposit insurance for individual depositors to a limit of $100,000 ..... (FIN) 368
disputes over adjustments of loss on crop insurance contracts, appeals ..... (AGF) 148
disputes regarding the sale, repair and safety of farm machinery, appeals ..... (AGF) 148
farmers, Crop Insurance ..... (AGF) 147
final level of appeal, Workplace Safety and Insurance ..... (LAB) 457
licensing, insurance companies, life insurance agents, insurance adjusters ..... (FIN) 372
Ontario Health Insurance registration, payment of claims ..... (MOH) 415
premium tax on insurance companies ..... (FIN) 361
recommendations, eligibility of insured health services ..... (MOH) 437
review automobile insurance forms ..... (FIN) 371
review automobile insurance underwriting rule of filings ..... (FIN) 371
Workplace Safety and Insurance claims, advises, represents worker ..... (LAB) 454
Workplace Safety and Insurance Baord, frontline services ..... (LAB) 457
Workplace Safety Insurance, advice to employers ..... (LAB) 453
See also health insurance
insurance board
Workplace Safety and Insurance Board applications, Ontario Business Connects workstations ..... (CBS) 238
Interest Relief Plan ..... (TCU) 587
international
assists Ontario Agri-Food companies to develop export sales ..... (AGF) 139
attracting film producers to Ontario location and production facilities ..... (TCR) 577
capital projects, market intelligence, support and advocacy for Ontario clients ..... (EDT) 316
Disaster Relief Program ..... (EDT) 305
guidelance on protocol practices ..... (EDT) 305
investor assistance service, manufacturing and tradable services ..... (EDT) 313
Market Ontario investment, International Sales ..... (EDT) 314
monitors and regulates international adoption ..... (CSS) 214
program information, International Fuel Tax Agreement ..... (FIN) 353
science and technology agreements ..... (EST) 334
trade missions and exhibitions, Trade Team Ontario missions led by the Premier ..... (EDT) 316
trade promotion programs, export missions, Agri-Food ..... (AGF) 139
transfer of adult offenders ..... (MCS) 281
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA ..... (FIN) 365

interprovincial
Interprovincial Standards (Red Seal) examinations, skilled occupations ..... (TCU) 595
negotiate trade and investment agreements ..... (EDT) 312
relations, policies & program issues, negotiating & communications advice .... (MIA) 440
transfer of adult offenders ..... (MCS) 281
intestate
estates administration ..... (MAG) 177
Investigations ..... (FIN) 372
investment
appeals, Community Small Business Investment Funds Act ..... (FIN) 368
client outreach and servicing program, largest domestic multinational corps ... (EDT) 313
encourages international business people to immigrate ..... (EDT) 313
Guaranteed Investment Certificates, Savings Office ..... (FIN) 376
identifies opportunities to use prov investment in technology development .... (EST) 333
identifies opportunities to use provincial investment in scientific research ..... (EST) 333
information, presentation services to attract, expand investment ..... (EDT) 314
international investor assistance, manufacturing and tradable services ..... (EDT) 313
Key Investment Account Program ..... (EDT) 313
market mineral exploration and development opportunities ..... (NDM) 523
Market Ontario investment generation activities in the United State ..... (EDT) 315
Market Ontario investment, International Sales ..... (EDT) 314
marketing, promoting Northern Ontario ..... (NDM) 538
Ontario Securities Commission ..... (FIN) 379
program information, Ontario Investment and Employee Ownership Plan ..... (FIN) 353
rural, biotechnology and food processing client needs ..... (AGF) 136
science-related technology, research ..... (EST) 333
services to new and existing investors ..... (EDT) 312
Investment Readiness Test ..... (NDM) 535
Ipperwash Provincial Park (Southwestern) ..... (MNR) 503
Issue of orders to move posts etc. to ensure integrity of land ..... (NDM) 526
Issue of Permanent Licence ..... (NDM) 526
Ivanhoe Lake Provincial Park (Northeastern) ..... (MNR) 503

J

jails
jails, correctional institutions ..... (MCS) 286
Job Connect ..... (TCU) 591
job mart
publishing ..... (MBC) 462
jobs
administers Summer Jobs Service Program ..... (AGF) 141
hands-on training program for people who want to work in a skilled trade ..... (TCU) 592
Rural Job Strategy Fund, job creation in rural Ontario ..... (AGF) 133
Training Hotline, employment and training program information to the public ..... (TCU) 591
See also employment
John E. Pearce Provincial Park (Southwestern) ..... (MNR) 503
judicial
prosecution of criminal cases before Ontario courts ..... (MAG) 171
jury
duty, summoning jurors ..... (MAG) 171
justice
See judicial

K

Kakabeka Falls Provincial Park (Northwestern) . . . . . (MNR) 503
Kap-Kig-Iwan Provincial Park (Northeastern) . . . . . (MNR) 503
Kettle Lakes Provincial Park (Northeastern) . . . . . (MNR) 503
kickboxers
licences, professional boxers, kickboxers, wrestlers, and officials . . . . . (CBS) 240
Killbear Provincial Park (Central) . . . . . (MNR) 503

L

laboratories
geoanalytical data, mineralogical and elemental analysis services . . . . . (NDM) 522
licensing, inspection, medical laboratories, specimen collection centres . . . . . (MOH) 420
program policy related to payment of fee-for-service to private medical laboratories . . . . . (MOH) 415
public health, testing and expertise . . . . . (MOH) 419
testing in support of public health activities . . . . . (MOH) 420
laboratory
develops procedures for measuring new environmental pollutants . . . . . (ENE) 341
environmental research . . . . . (ENE) 341
Materials Testing, wire ropes used in mine-hoisting installations . . . . . (LAB) 445
testing, surveillance for drugs on the Drug Benefit Formulary . . . . . (MOH) 419
testing, transportaion system materials . . . . . (MTO) 614
labour
appeals, employment standards, health and safety inspectors . . . . . (LAB) 455
cataloguing arbitration awards for public availability . . . . . (LAB) 450
collective agreements library . . . . . (LAB) 451
deal with complaints of unfair labour practices . . . . . (LAB) 455
deal with illegal strikes and lockouts . . . . . (LAB) 455
employment standards, information, Web site . . . . . (LAB) 443
labour relations/collective bargaining information database . . . . . (LAB) 451
monitoring the progress of arbitration proceedings . . . . . (LAB) 450
Office of Arbitration, constituting boards, appointing single arbitrators . . . . . (LAB) 450
Office of Mediation, conciliation services before strikes, lockouts . . . . . (LAB) 451
Ontario Labour Relations Board . . . . . (LAB) 455
trade union certification, termination of bragaining rights . . . . . (LAB) 455
training, apprenticeship, employment preparation . . . . . (TCU) 588
Labour Sponsored Investment Funds . . . . . (FIN) 363
Lake Nipigon Provincial Park (Northwestern) . . . . . (MNR) 503
Lake on the Mountain Provincial Park (Southeastern) . . . . . (MNR) 503
Lake St. Peter Provincial Park (Southeastern) . . . . . (MNR) 503
Lake Superior Provincial Park (Northeastern) . . . . . (MNR) 503
lakes
Environmental Partnerships, pollution prevention, water conservation . . . . . (ENE) 341
fish culture operations . . . . . (MNR) 501
Great Lakes renewal . . . . . (ENE) 341
management, Great Lakes . . . . . (MNR) 501
natural resource management programs . . . . . (MNR) 501
See also water
land
acquisition of land for construction, maintenance of provincial highways . . . . . (MTO) 605
administration, registration and acquisition of mining lands . . . . . (NDM) 525

appeals, Land Transfer Tax ..... (FIN) 368
appraisal, acquisition, sales and leasing, policies and procedures ..... (MTO) 601
cadastral surveying licence, Ontario Land Surveyors membership ..... (MNR) 514
compensation, expropriation ..... (MAG) 153
computerized access to mining lands information ..... (NDM) 525
Earth Resources Land Information System (ERLIS) database ..... (NDM) 528
geographic information, nomenclature ..... (MNR) 511
geological maps and reports ..... (NDM) 528
information, Land Transfer Tax, Provincial Land Tax ..... (FIN) 353
land use planning to access high mineral potential areas ..... (NDM) 528
Mining Land Tax, administration and collection ..... (NDM) 526
negotiates and settles Aboriginal land claims ..... (NAT) 489
partnership programs, liaison with Conservation Authorities ..... (MNR) 502
protect life and property, land related hazards ..... (MNR) 502
Provincial Digital Topographic Database ..... (MNR) 511
public access to Crown mineral rights, development of mining lands ..... (NDM) 525
registry offices records, electronic search ..... (CBS) 248
resource management responsibilities relating to Native people ..... (MNR) 495
surveying, geodetic services ..... (MNR) 512
Surveyors, self-regulating professional body ..... (MNR) 515
titles, ownership and transfer, registration ..... (CBS) 243
use management, environmental issues, information sharing ..... (ENE) 342
See also real property
Land Transfer Tax ..... (FIN) 365
land use planning
applications, appeals, Ontario Municipal Board ..... (MAG) 153
ensure access to high mineral potential areas ..... (NDM) 528
identification and promotion of new planning practices ..... (MAH) 483
single access point for provincial review and approval ..... (MAH) 484
sustainable development of Ontario's mineral resources ..... (NDM) 528
Land Use Planning Approvals ..... (MAH) 484
Land Use Planning Education, Training and Communications ..... (MAH) 484
landlord and tenant
adjudicate disputes ..... (MAH) 485
information about Tenant Protection Act ..... (MAH) 485
rent matters filed before June 17, 1998 ..... (MAH) 485
Landlord/Tenant Application Processing ..... (MAH) 485
language
Languages of Instruction Commission of Ontario ..... (EDU) 328
Preschool Speech and Language Program ..... (MOH) 404
resolve disputes, education programs in the language of a minority group ..... (EDU) 328
lawyer
Children's Lawyer (formerly the Official Guardian), legal services ..... (MAG) 175
represents personal, property rights, persons under a disability at law ..... (MAG) 175
layoffs
See employment
LCBO Brand List With Vendor and Agent Names ..... (CBS) 275
LCBO List of Consignment Agents ..... (CBS) 275
LCBO Ontario Agent List ..... (CBS) 275
LCBO People Places Numbers ..... (CBS) 275
LCBO Store Name and Address Directory ..... (CBS) 275
leadership
election finance filings, political leadership contestants ..... (EFO) 122
Leadership Development ..... (NDM) 535
legal aid
delivery of services in Ontario ..... (MAG) 176

legislation
bills and regulations, shop in person and On-Line (POOL) Web site ..... (CBS) 236
current Sessional documents tabled in the House ..... (LEG) 120
Legislative Assembly, enacts, amends and repeals legislation ..... (MEM) 103
status of legislation (bills) from current and previous Sessions ..... (LEG) 120
legislative
answer questions, matters referred to and being considered in Committees ..... (LEG) 119
dining room and cafeteria, Tuck Shop ..... (LEG) 116
drafting services for bills and regulations ..... (MAG) 182
filing and publication of Ontario regulations, translation in French ..... (MAG) 182
gift shop ..... (LEG) 120
in-house security services, Legislative Precinct ..... (LEG) 121
Legislative Assembly ..... (MEM) 103
Legislative Building tours ..... (LEG) 120
Members' Public Disclosure Statements, Integrity Commissioner ..... (ICO) 124
Page Program, Student Usher Program ..... (LEG) 120
preparation of annual statute books ..... (MAG) 182
provincial elections of Members to the Legislative Assembly ..... (OCE) 124
television, ONT.PARL. ..... (LEG) 119
legislature
Hansard, official report, interpretation services ..... (LEG) 120
maintains public disclosure statements of Members, Executive Council ..... (LEG) 114
LIB
Liberal Party ..... (LEG) 122
libraries
Royal Ontario Museum specialized libraries ..... (TCR) 579
library
art reference, Art Gallery of Ontario ..... (TCR) 574
botany and ornamental horticulture, Royal Botanical Gardens ..... (TCR) 578
collective agreements library ..... (LAB) 451
environmental research, technical library (by appointment) ..... (ENE) 341
forensic science ..... (MSG) 558
grant and pay equity programs ..... (TCR) 571
Legislative Library, for MPPs and staff, Legislative Press Gallery ..... (LEG) 117
Mines and Minerals reference library ..... (NDM) 528
Mines Library, publications on geology, mining and mineral resources ..... (NDM) 523
Natural Resources ..... (MNR) 512
Old Fort William resource library ..... (TCR) 573
Ontario Library Service - North ..... (TCR) 576
OPP Eric Silk Library ..... (MSG) 553
Public Library Services Awards ..... (TCR) 571
Southern Ontario Library Service ..... (TCR) 576
licence
appeal, environmental ..... (ENE) 348
archaeological ..... (TCR) 571
bus for-hire services, operating licences, transfers, suspensions ..... (MTO) 625
cadastral surveying ..... (MNR) 514
charitable and casino gaming, lottery schemes, bingos, raffles ..... (CBS) 272
hunting and fishing ..... (CBS) 235
issues licences under the Beef Cattle Financial Protection Program ..... (AGF) 136
liquor and liquor licenced premises, sale and service ..... (CBS) 272
Mining Lands ..... (NDM) 526
Motor Vehicle Inspection Station (MVIS) licences ..... (MTO) 619
oversize/overweight vehicle permits ..... (MTO) 619
refusal of archaeological licences, appeals ..... (TCR) 574
Review Board, Agriculture, Food and Rural Affairs Appeal Tribunal ..... (AGF) 149

scalers, wood measurement . . . . . (MNR) 515
Special Occasion Permit events . . . . . (CBS) 272
Sustainable Forest Licences . . . . . (MNR) 501
trucking/bus operating licences . . . . . (MTO) 619
See also permit
See also registration
Licence to Participate in Racing . . . . . (CBS) 276
licensing
bailiffs . . . . . (CBS) 239
cemeteries . . . . . (CBS) 239
collection agencies . . . . . (CBS) 239
consumer reporting . . . . . (CBS) 239
driver and vehicles . . . . . (MTO) 620
facilities which may emit a contaminant, including noise, to the air . . . . . (ENE) 344
financial institutions and intermediaries . . . . . (FIN) 372
Fish and Wildlife, Outdoors Card . . . . . (MNR) 501
grain elevators, dealers . . . . . (AGF) 146
medical laboratories, specimen collection centres . . . . . (MOH) 420
Paperback and Periodical Distributors . . . . . (CBS) 239
processors of regulated commodities . . . . . (AGF) 150
race track operators, teletheatre locations, racing participants . . . . . (CBS) 276
records for drivers and vehicles . . . . . (MTO) 622
renewals, change of address, Drivers and Vehicles Office . . . . . (MTO) 622
sale and use of pesticides . . . . . (ENE) 344
waste, water and sewage facilities . . . . . (ENE) 344
liens
file notice of security agreement . . . . . (CBS) 246
paper and electronic registrations and searches . . . . . (CBS) 246
register notice of non-possessory liens, repairers and storers of goods . . . . . (CBS) 246
Line Post Tags . . . . . (NDM) 526
liquor
licences, sale and service of liquor, liquor licenced premises . . . . . (CBS) 272
Liquor Control Board of Ontario . . . . . (CBS) 275
Special Occasion Permit . . . . . (CBS) 272
See also alcohol
Liquor Licences . . . . . (CBS) 273
literacy
adult basic education program . . . . . (EDU) 324
funds, adult literacy programs offered by community agencies, school boards, and . . . . . (TCU) 591
literacy and basic skills, employment preparation . . . . . (TCU) 591
Literacy and Basic Skills Program . . . . . (TCU) 591
litigation
constitutional matters . . . . . (MAG) 180
legal representation of the Crown . . . . . (MAG) 180
livestock
administers Livestock, Poultry and Honey Bee Protection Program . . . . . (AGF) 141
claims, damage or injury caused by a contaminant . . . . . (AGF) 149
genetics, nutrition and animal health improvement technology programs . . . . . (AGF) 134
inspection services, processing plants and other points of distribution . . . . . (AGF) 136
legislation and regulations pertaining to livestock medicines . . . . . (AGF) 150
licences, Beef Cattle Financial Protection Program . . . . . (AGF) 136
management, livestock and alternate livestock species . . . . . (AGF) 134
meat inspection, proper disposal of deadstock . . . . . (AGF) 138
on-farm quality assurance, production systems programs . . . . . (AGF) 134
protect producers when a licensed dealer defaults on payment . . . . . (AGF) 149

veterinary inspection services for abbattoirs and sales barns . . . . . (AGF) 138
See also beef
See also meat
Livestock Medicines Act Program . . . . . (AGF) 134
Livestock, Poultry and Honey Bee Protection Act - Bear Damage to Livestock Compensation Program . . . . . (AGF) 140
Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program . . . . . (AGF) 140
Livestock Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program . . . . . (AGF) 140
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species . . . . . (AGF) 134
loan
loan and trust companies, licensing . . . . . (FIN) 372
Ontario Cultural Attractions Fund . . . . . (TCR) 575
registration, security agreement, liens . . . . . (CBS) 246
See also financial assistance
See also grants
Loan Forgiveness Program . . . . . (TCU) 587
lobbyists
See registration
Local Roads Boards . . . . . (NDM) 535
Local Services Boards . . . . . (NDM) 535
lockouts
illegal lockouts, adjudicates labour relations matters . . . . . (LAB) 455
labour dispute, government's conciliation services . . . . . (LAB) 451
Logistics Consulting . . . . . (NDM) 535
logs
See timber
Long Point Provincial Park (Southwestern) . . . . . (MNR) 503
long-term care
eligibility determination, support services . . . . . (MOH) 430
facilities, nursing homes, homes for the aged . . . . . (MOH) 430
grants, assistive devices, ostomy supplies, needles and syringes, oxygen . . . . . (MOH) 421
placement coordination services . . . . . (MOH) 430
program information . . . . . (MOH) 415
service information and referral, Community Care Access Centres . . . . . (MOH) 430
Long Term Care Operational . . . . . (MOH) 401
lumber
See timber

M

MacGregor Point Provincial Park (Southwestern) . . . . . (MNR) 503
MacLeod Provincial Park (Northwestern) . . . . . (MNR) 503
magazines
See periodical
Maintenance and Access to Documents Filed Under the Mining Act . . . . . (NDM) 526
MANOR
multipurpose control survey adjustment and analysis programs . . . . . (MNR) 512
Manufacturer's Licence . . . . . (CBS) 273
Manufacturer's Representative Licence . . . . . (CBS) 273
manufacturing
investor assistance, international . . . . . (EDT) 313

maps
field surveys and studies, published as regional bedrock geology, geophysical maps . . . (NDM) 527
geographic . . . (MNR) 511
geological . . . (NDM) 528
geological, aeromagnetic maps, Mines Library . . . (NDM) 523
Ontario Road Maps . . . (TCR) 568
Mara Provincial Park (Central) . . . (MNR) 503
marine
database, marine-based archaeological resources . . . (TCR) 571
safety, OPP . . . (MSG) 543
Market Revenue Insurance (Agriculture) . . . (AGF) 147
Marketing Guide . . . (ENE) 341
marriages
Certificates of Registration, persons authorized to solemnize marriages . . . (CBS) 245
registration, certificates, searches . . . (CBS) 245
statistics . . . (CBS) 245
Marten River Provincial Park (Northeastern) . . . (MNR) 503
mattresses
See upholstered and stuffed articles
mausolea
regulates operations . . . (CBS) 240
McRae Point Provincial Point (Central) . . . (MNR) 503
meat
continuous inspection to licensed abattoirs . . . (AGF) 137
inspection, processing plants and other points of distribution . . . (AGF) 136
Meat Industry Basics (Part 1 and 2) - Video . . . (AGF) 138
Meat Technology - Video . . . (AGF) 138
Mediation . . . (MAH) 485
mediation
conflicts within the Ontario Public Service . . . (MAG) 181
consumer compensation claims, prepaid funeral services not received . . . (CBS) 275
disputes, automobile insurance statutory accident benefits claims . . . (FIN) 371
human rights violations, Board of Inquiry . . . (CIT) 198
labour disputes . . . (LAB) 451
Ontario Human Rights Commission . . . (CIT) 198
medical
ambulance services, land and air transportation . . . (MOH) 395
assistance to injured workers . . . (LAB) 457
Chief Medical Officer of Health . . . (MOH) 402
health insurance, registration, information, claims . . . (MOH) 415
licensing, laboratories, specimen collection centres . . . (MOH) 420
review inappropriate fee-for-service claims . . . (MOH) 437
treatment, diagnostic tests, surgical services, Independent Health Facilities . . . (MOH) 412
See also health
Members of Provincial Parliament (MPPs)
constituencies . . . (MEM) 103
mental health
hospitals . . . (MOH) 393
investigates allegations of serious harm to incapable adults . . . (MAG) 177
law, educational materials, programs . . . (MOH) 438
receives Certificates of Incapacity . . . (MAG) 177
requests to appoint a guardian, incapable adults . . . (MAG) 177
research, grants and fellowships . . . (MOH) 438
See also psychiatric

metallurgical operations
inspection, workplace health and safety . . . . . (LAB) 445
methanol
See fuels
Middle Falls Provincial Park (Northwestern) . . . . . (MNR) 503
midwifery
funds delivery of services . . . . . (MOH) 394
midwives
regulatory organization . . . . . (MOH) 436
Mikisew Provincial Park (Central) . . . . . (MNR) 503
milk
appeals, disputes under the Milk Act . . . . . (AGF) 148
inspection, production, processing plants . . . . . (AGF) 137
supervising marketing boards . . . . . (AGF) 150
See also dairy
Mine Closure Plans pursuant to Part VIII of the Mining Act . . . . . (NDM) 525
mineral
advises prospectors . . . . . (NDM) 522
developoment, one-window approach to permitting and regulation . . . . . (NDM) 524
geoanalytical facility, mineralogical and elemental analysis services . . . . . (NDM) 522
geochemical investigation, Quaternary and Paleozoic-age materials . . . . . (NDM) 530
geological and geophysical mapping, Precambrian Shield . . . . . (NDM) 527
geological consultation and advisory services . . . . . (NDM) 528
information centre, reference library, database, maps, reports . . . . . (NDM) 528
information, publications . . . . . (MNR) 512
market exploration and development opportunities . . . . . (NDM) 523
Mines Library . . . . . (NDM) 523
Ontario Prospectors Assistance Program . . . . . (NDM) 524
public access to Crown rights . . . . . (NDM) 525
public access to geoscience databases, resource materials . . . . . (NDM) 528
public forums to promote Ontario's minerals industry . . . . . (NDM) 528
publications, reports and maps, sales . . . . . (NDM) 524
Mineral Deposit Program . . . . . (NDM) 527
Mineral Development Program . . . . . (NDM) 525
Mineral Resource Assessments . . . . . (NDM) 528
mining
administration of Mining Tax . . . . . (FIN) 361
appeals, Mining Act, Aggregate Resources Act . . . . . (MNR) 492
appeals, Mining Tax . . . . . (FIN) 368
assessment work submissions, mining claims . . . . . (NDM) 525
collection, Mining Land Tax, Lease and License rentals . . . . . (NDM) 526
computerized access to mining lands information . . . . . (NDM) 526
database, patented, leased and licensed Mining Lands . . . . . (NDM) 526
determines eligibility of exploration expenditures . . . . . (NDM) 525
ensure sites are developed and closed safely . . . . . (NDM) 524
exploration development of lands, public access to Crown mineral rights . . . . . (NDM) 525
inspection, workplace health and safety . . . . . (LAB) 445
maintains industry standards for evaluation of assessment work . . . . . (NDM) 525
Mines Library . . . . . (NDM) 523
minimize hazards associated with inactive, abandoned, orphaned mine sites . . . . . (NDM) 524
one-window approach to permitting and regulation . . . . . (NDM) 524
Ontario Prospectors Assistance Program . . . . . (NDM) 524
registration of mining lands, Provincial Recording Office . . . . . (NDM) 526
minor
Children's Lawyer . . . . . (MAG) 175

funds, mortgages and securities paid into court on behalf of minors ..... (MAG) 178
Missinaibi Provincial Park (Northeastern) ..... (MNR) 503
Mississagi Provincial Park (Northeastern) ..... (MNR) 503
morgue
See bodies
mortgages
administering mortgages made available by the Province of Ontario ..... (MAH) 480
registration, search ..... (CBS) 247
motion pictures
See film
motor vehicle
Accident Claims Fund, compensation, no insurance ..... (FIN) 370
Ontario Motor Vehicle Industry Council ..... (CBS) 242
See also vehicles
movies
See film
MPPs
constituencies, Members of Provincial Parliament ..... (MEM) 103
municipal
ambulance services, monitors and regulates municipal provision ..... (MOH) 395
appeals, Municipal Act ..... (FIN) 368
by-laws, court disposition of offences ..... (MAG) 170
Consolidated Hearings, Environmental Review, Municipal Board ..... (ENE) 348
Contingency Planning, pollution caused by spills ..... (ENE) 347
delivery of services to support local governments, Municipal Services Offices ..... (MAH) 482
designation of property for conservation, hearings ..... (TCR) 574
fire fighters, training programs ..... (MSG) 564
heritage conservation and planning advice ..... (TCR) 571
international investors assistance, municipal and site-specific approvals expediting ..... (EDT) 313
manage hazardous, non-hazardous wastes ..... (ENE) 343
Northern Ontario, Local Services Realignment ..... (NDM) 534
Ontario Municipal Board, appeals, land use, development, ward boundaries ..... (MAG) 153
Ontario Municipal Board information, certification of Board documents ..... (MAG) 153
oversees Municipal Freedom of Information and Protection of Privacy Act ..... (IPC) 123
planning documents, monitoring ..... (MAH) 484
police service, audits and investigations ..... (MSG) 557
policies, transportation system, Local Services Realignment ..... (MTO) 617
property standards, regulatory framework ..... (MAH) 481
restructuring, transfer payment program to municipal services offices ..... (MAH) 481
tax on gross receipts in organized areas, Municipal Act ..... (FIN) 365
taxation, appeals ..... (MAG) 152
water and wastewater services to Ontario municipalities ..... (ENE) 348
See also municipalities
Municipal Restructuring ..... (MAH) 483
Municipal Tax Sales ..... (NDM) 526
municipalities
environmental partnerships ..... (ENE) 341
fire protection services, assistance in identifying alternative delivery systems ..... (MSG) 562
urban and rural, public health units, community health program ..... (MOH) 405
water and sewer infrastructure, transfer responsibility ..... (ENE) 341
See also municipal
Murphys Point Provincial Park (Southeastern) ..... (MNR) 503

museum
community, heritage funding assistance . . . . . (TCR) 571
coordinates private-sector fundraising, ROM . . . . . (TCR) 579
fiscal, policy and program liaison, cultural agencies . . . . . (TCR) 570
McMichael Canadian Art Collection . . . . . (TCR) 574
Ontario Provincial Police Museum . . . . . (MSG) 553
police exhibits . . . . . (MSG) 557
Royal Ontario Museum (ROM) . . . . . (TCR) 579
MVACF
Motor Vehicle Accident Claims Fund . . . . . (FIN) 370

N

Nagagamisis Provincial Park (Northeastern) . . . . . (MNR) 503
name change
See registration
names
business names, registration and searches . . . . . (CBS) 244
geographic . . . . . (MNR) 512
geographic, investigates, recommends names on maps . . . . . (MNR) 515
See also business name
See also geographic names
native
natural resource management decisions, policies . . . . . (MNR) 495
negotiates and settles land claims . . . . . (NAT) 489
See also aboriginal
natural gas
analysis, advice and policy coordination on supply, distribution and pricing . . . . (EST) 333
construction of pipelines and franchise agreements, utilities, municipalities re right-of-way . . . . . (EST) 335
licenses companies that sell to residential and commercial users . . . . . (EST) 335
regulatory oversight over the natural gas sectors . . . . . (EST) 335
supply, issues . . . . . (EST) 333
natural resources
See mining
naval
historic attraction, Discovery Harbour . . . . . (TCR) 573
NDP
New Democratic Party . . . . . (LEG) 122
Net Income Stabilization Account . . . . . (AGF) 133
Newcomer Settlement Program . . . . . (CIT) 190
Neys Provincial Park (Northwestern) . . . . . (MNR) 503
NOHFC
Northern Ontario Heritage Fund Corporation . . . . . (NDM) 534
noise
approvals, facilities which may emit a contaminant to the air . . . . . (ENE) 344
farm, protection from nuisance complaints of noise . . . . . (AGF) 150
Normal Farm Practices Protection Board . . . . . (AGF) 150
North Beach Provincial Park (Southeastern) . . . . . (MNR) 503
Northern Health Travel Grants . . . . . (MOH) 415
Northern Highways Program . . . . . (NDM) 535
Northern Ontario
assistance/infomation regarding federal, provincial programs . . . . . (NDM) 530
forgivable performance loans, incentive term loan, NOHFC . . . . . (NDM) 534

Government Information Centres . . . . . (NDM) 530
Northern Ontario Heritage Fund Corporation . . . . . (NDM) 534
one-stop access to economic development services . . . . . (NDM) 536
Northern Ontario Heritage Fund . . . . . (NDM) 535
Northern Ontario Heritage Fund Corporation . . . . . (AGF) 133
nurseries
divestment of MNR tree nurseries . . . . . (MNR) 501
nursing homes
See long-term care
nutrition
livestock, animal health improvement technology programs . . . . . (AGF) 134
See also health

O

Oastler Lake Provincial Park (Central) . . . . . (MNR) 503
Obatanga Provincial Park (Northeastern) . . . . . (MNR) 503
Objections and Appeals . . . . . (FIN) 368
occupational health and safety
appeals, orders of health and safety inspectors . . . . . (LAB) 455
Construction Health and Safety Program sets, enforces standards . . . . . (LAB) 444
Industrial Health and Safety Program sets, enforces standards . . . . . (LAB) 444
Mining Health and Safety Program sets, enforces standards . . . . . (LAB) 445
Ontario Labour Relations Board . . . . . (LAB) 455
Workplace Safety and Inusrance Board . . . . . (LAB) 457
occupational training
See training
OEA
Office of the Employer Adviser . . . . . (LAB) 453
offences
enforcement, tax evasion, fraudulent grant and tax credit claims . . . . . (FIN) 368
final disposition, provincial and federal statutes, municipal by-laws, Ont Court of Justice . . . . . (MAG) 170
prevention of crime, Ontario Provincial Police . . . . . (MSG) 542
record of offences, human rights, employment without discrimination . . . . . (CIT) 198
review, accused not criminally responsible on account of mental disorder . . . . (MOH) 438
review, accused unfit to stand trial on account of a mental disorder . . . . . (MOH) 438
See also crime
offender
adult correctional facilities, development, operation, evaluation of programs and services . . . . . (MCS) 279
adult, transfer, classification and reclassification . . . . . (MCS) 281
apprehension of criminals, Ontario Provincial Police . . . . . (MSG) 542
community supervision to adults and young . . . . . (MCS) 291
develops, reviews incarcerated adult supervision procedures . . . . . (MCS) 279
federal penitentiary placement, interprovincial, international transfers . . . . . (MCS) 281
industrial programs in correctional centres, meaningful work experience . . . . . (MCS) 282
Offender Transportation Project . . . . . (MCS) 280
parole, sentences of up to two years less a day . . . . . (MCS) 302
preparing them for return to the community . . . . . (MCS) 282
protects the rights and interests of young offenders . . . . . (CSS) 212
services for adult and young offenders in the community . . . . . (MCS) 283
Victim Support Line, information to victims on convicted adult offenders . . . . . (MCS) 302
young, assessments, placements and transfers . . . . . (MCS) 280

See also criminal
Office of Child and Family Service Advocacy . . . . . (CSS) 212
OHIP
investigation of inappropriate fee-for-service claims . . . . . (MOH) 437
remuneration of physicians and payment for their services,Alternate Payment Program . . . . . (MOH) 412
See also health insurance
oil
analysis, advice and policy coordination on supply, distribution and pricing . . . . (EST) 333
crude oil supply, issues . . . . . (EST) 333
Ojibway Provincial Park (Northwestern) . . . . . (MNR) 503
OMAFRA Agriphone Numbers . . . . . (AGF) 133
ombudsman
complaints about business practices of insurance companies . . . . . (FIN) 373
investigates complaints about government decisions, Ombudsman Ontario . . . . (OBD) 125
See also complaint
One Window Plan Input, Review and Appeals . . . . . (MAH) 484
Ontario Beef Cattle Financial Protection Program . . . . . (AGF) 136
Ontario Business Connects . . . . . (CBS) 238
248, 249, 250, 251, 253, 255, 256, 257, 260, 261, 262, 263, 265, 266, 267, 268, 269, 270
Ontario Child Care Supplement for Working Families Program . . . . . (FIN) 363
Ontario Community Pastures Program . . . . . (AGF) 148
Ontario Disaster Relief Assistance Program . . . . . (MAH) 483
Ontario Farm Income Disaster Program (OFIDP) . . . . . (AGF) 141
Ontario Farm Management Analysis Project . . . . . (AGF) 133
Ontario Feeder Cattle Loan Guarantee Program . . . . . (AGF) 134
Ontario Graduate Scholarship . . . . . (TCU) 588
Ontario Health Insurance . . . . . (MOH) 415
Ontario Human Rights Education and Policy Development Consultation . . . . . (CIT) 199
Ontario Human Rights Inquiries . . . . . (CIT) 199
Ontario Livestock Medicines Education Program . . . . . (AGF) 134
Ontario Municipal Board . . . . . (MAG) 153
Ontario Municipal Board . . . . . (MAG) 153
Ontario Municipal Board Information Office . . . . . (MAG) 153
Ontario Municipal Board Information Office . . . . . (MAG) 153
Ontario Opportunities Fund . . . . . (FIN) 363
Ontario Parents Communication Service . . . . . (EDU) 329
Ontario-Quebec Exchange Fellowship . . . . . (TCU) 588
Ontario Record of Performance Program for Sheep . . . . . (AGF) 134
Ontario Small Town and Rural Development Initiative . . . . . (NDM) 535
Ontario Small Town and Rural Initiative (OSTAR) . . . . . (AGF) 134
Ontario Special Bursary Plan . . . . . (TCU) 588
Ontario Student Assistance Program . . . . . (TCU) 588
Ontario Student Loans Plan . . . . . (TCU) 588
Ontario Student Opportunity Grant . . . . . (TCU) 588
Ontario Swine Herd Information Plan . . . . . (AGF) 134
Ontario Tax Reduction . . . . . (FIN) 363
Ontario Trip Registration Certificate - Single Trip Permit (FTA) . . . . . (FIN) 365
Ontario Work Study Plan . . . . . (TCU) 588
Ontario Youth Apprenticeship Program . . . . . (TCU) 592
Ontario/Quebec Health Study Program . . . . . (TCU) 588
Open to the World - Video . . . . . (AGF) 136
Open to the World Investment Factbook . . . . . (AGF) 136
Operating Grants - School Boards . . . . . (EDU) 321
OPP
See police

ORC
Ontario Racing Commission . . . . . (CBS) 276
Order-in-Council 2688/93 . . . . . (CBS) 273
ores
See mineral
organ donation
See bodies
Organization Development . . . . . (NDM) 536
OSAP
Ontario Student Assistance Program . . . . . (TCU) 587
Ouimet Canyon Provincial Park (Northwestern) . . . . . (MNR) 503
Out of Province - Temporarily . . . . . (EDU) 324
Out of Province Credit Evaluation for Employment Purposes . . . . . (EDU) 324
OWA
Office of the Worker Adviser . . . . . (LAB) 454

P

Page
Legislative Page Program for Grade 7 and 8 students . . . . . (LEG) 120
paintings
See art
Pakwash Provincial Park (Northwestern) . . . . . (MNR) 503
Paleozoic Mapping Program . . . . . (NDM) 530
Pancake Bay Provincial Park (Northeastern) . . . . . (MNR) 503
paperback books
See books
Parent Council
parental advice on elementary/secondary policy and program issues . . . . . (EDU) 329
parks
campgrounds, vacancies, reservations . . . . . (TCR) 567
campsite reservations . . . . . (MNR) 503
Huronia Historical Parks . . . . . (TCR) 573
information, publications . . . . . (MNR) 512
Niagara Parks Commission . . . . . (TCR) 580
Ontario Parks, provincial park system . . . . . (MNR) 503
St. Clair Parks Commission . . . . . (TCR) 582
St. Lawrence Parks Commission . . . . . (TCR) 582
tourist information, publications . . . . . (TCR) 567
parliament
See legislature
parole
community supervision to adults and young offenders . . . . . (MCS) 291
offenders serving sentences of up to two years less a day . . . . . (MCS) 302
services for adult and young offenders in the community . . . . . (MCS) 283
See also probation and parole
pavement
engineering analysis, foundation designs . . . . . (MTO) 614
markings, highway maintenance, technical training . . . . . (MTO) 601
pay equity
hears disputes under the Pay Equity Act, quasi judicial tribunal . . . . . (LAB) 456
information and public education, complaint resolution . . . . . (LAB) 456
Pay Equity Commission . . . . . (LAB) 456
public libraries . . . . . (TCR) 571

Pay Equity Publications . . . . . (LAB) 456
payroll
corporate payroll and attendance systems for the OPS (Ontario Public Service) . . . . . (MBC) 475
PC
Progressive Conservative Party . . . . . (LEG) 122
pension
administers Public Service Pension Plan . . . . . (MBC) 476
administration of the OPSEU Pension Plan . . . . . (MBC) 477
administration of the Provincial Judges Benefits Plan . . . . . (MBC) 478
enforcement, Pension Benefits Act . . . . . (FIN) 373
ensures that pension plans registered comply with Pension Benefits Act . . . . . (FIN) 373
policy, pension and income security . . . . . (FIN) 359
processes applications made under the Pension Benefits Act . . . . . (FIN) 373
verifying Annual Information Return (AIR) fees . . . . . (FIN) 373
verifying Pension Benefits Guarantee Fund (PBGF) assessments . . . . . (FIN) 373
Pension Policy . . . . . (FIN) 359
periodical
registration functions in respect of Paperback and Periodical Distributors Act . . . . . (CBS) 239
See also publications
permit
appeal, enironmental . . . . . (ENE) 348
mineral development, one-window approach to permitting and regulation . . . . (NDM) 524
oversize/overweight vehicles . . . . . (MTO) 619
Retail Sales Tax Vendor Permit . . . . . (CBS) 238
Special Occasion, sale and service of liquor . . . . . (CBS) 272
vendor, sale on goods, taxable services . . . . . (FIN) 367
personal property
lien registration . . . . . (CBS) 246
registration and searches . . . . . (CBS) 246
security registration . . . . . (CBS) 248
pesticides
classifies new pesticide products . . . . . (ENE) 349
controlling use . . . . . (ENE) 343
information on licensing, Standards Development Branch . . . . . (ENE) 349
integrated pest management advisory services . . . . . (AGF) 132
licensing for sale and use . . . . . (ENE) 344
reviews regulations . . . . . (ENE) 349
technical support for pesticide minor use registration, crop producers . . . . . (AGF) 132
toxicological advice, diagnostic services . . . . . (ENE) 341
Petroglyphs Provincial Park (Southeastern) . . . . . (MNR) 503
petroleum
analysis, advice and policy coordination on supply, distribution and pricing . . . . (EST) 333
supply, issues . . . . . (EST) 333
pharmaceutical
distribution, Ontario Drug Benefit Formulary/Comparative Drug Index . . . . . (MOH) 414
drug benefit programs . . . . . (MOH) 413
evaluates requests for unlisted drug products . . . . . (MOH) 414
evaluates scientific/educational pharmacological matters . . . . . (MOH) 414
quality assessment of drugs listed in the ODB Formulary/CDI . . . . . (MOH) 414
vaccines, drugs, related medical supplies, public sector organizations . . . . . (MOH) 391
See also drug
photograph
records of enduring value, Archives of Ontario . . . . . (MBC) 463

physicians
program policy related to payment of fee-for-service ..... (MOH) 415
pillows
See upholstered and stuffed articles
planning and land use
See land use planning
Point Farms Provincial Park (Southwestern) ..... (MNR) 503
police
approves appointments of First Nations Constables ..... (MSG) 565
auxiliary members of police services ..... (MSG) 557
college, training program ..... (MSG) 557
complaints, conduct or work performance of a police officer ..... (MSG) 565
complaints, policies of or services provided by a police force ..... (MSG) 565
constable selection system ..... (MSG) 557
education in sexual assault, wife assault, victim assistance ..... (MAG) 183
education in sexual assault, wife assault, victim assistance ..... (MCS) 302
liaison on behalf of victims/witnesses ..... (MAG) 184
mediation-arbitration processess between municipal police associations and police services ..... (MSG) 565
mediation-arbitration service to OPP for contract bargaining disputes ..... (MSG) 565
national network, intelligence on organized criminals ..... (MSG) 557
Ontario Civilian Commission on Police Services ..... (MSG) 565
Ontario Medal for Police Bravery ..... (CIT) 191
Ontario Police Arbitration Commission ..... (MSG) 565
Ontario Provincial Police ..... (MSG) 542
regional/district offices and detachments ..... (MSG) 543
standards of conduct ..... (MSG) 543
political
election finance filings from political parties, candidates ..... (EFO) 122
partial reimbursement for campaign expenses ..... (EFO) 122
Political Contribution Tax Credit ..... (FIN) 363
supervises contribution limits to registered parties ..... (EFO) 122
tax credit receipts for eligible campaign contributions ..... (EFO) 122
Political Contribution Tax Credit ..... (FIN) 363
pollution
offenders comply with environmental legislation ..... (ENE) 344
prevention partnerships ..... (ENE) 341
reports of spills, coordinates response actions, 24 hour basis ..... (ENE) 347
spills control, contingency planning ..... (ENE) 347
See also environment
See also waste
Port Bruce Provincial Park (Southwestern) ..... (MNR) 503
Port Burwell Provincial Park (Southwestern) ..... (MNR) 503
Potato Processor Licence ..... (AGF) 150
Potholes Provincial Park (Northeastern) ..... (MNR) 503
poultry
administers Livestock, Poultry and Honey Bee Protection Program ..... (AGF) 141
extension programs ..... (AGF) 134
Pounds Act ..... (AGF) 134
Precambrian Geology Program ..... (NDM) 527
Preparation of Lease Requisitions ..... (NDM) 526
prescription
drug coverage, Trillium Drug Program ..... (MOH) 415
Presqu'ile Provincial Park (Southeastern) ..... (MNR) 503
pressure vessels
technical standards and safety ..... (CBS) 243

privacy
See Freedom of Information
Privacy Compliance . . . . . (EDU) 319
Privacy Compliance . . . . . (TCU) 585
probation and parole
community supervision to adults and young offenders . . . . . (MCS) 291
services for adult and young offenders in the community . . . . . (MCS) 283
See also parole
Production of public material in French. . . . . (OFA) 382
Products and Services . . . . . (AGF) 128
PROFIT Food Export Seminar . . . . . (AGF) 139
PROFIT PLUS Seminar . . . . . (AGF) 139
propane
program information, Propane/Alternative Fuel Refunds . . . . . (FIN) 353
See also fuels
Propane Exemption Certificate -GTA . . . . . (FIN) 365
Propane/Alternative Fuels Program . . . . . (FIN) 367
Property and Sales Tax Credits . . . . . (FIN) 363
property assessment
See property tax
property tax
assessment policy relating to municipal taxes, education taxes, provincial land taxes . . . . . (FIN) 360
Farmland Property Class Tax . . . . . (AGF) 141
Property Tax Credit . . . . . (FIN) 363
support to municipalities and taxpayers in understanding the property tax system . . . . . (FIN) 360
See also taxation
prosecution
criminal appeals, Court of Appeal, Supreme Court of Canada . . . . . (MAG) 171
criminal cases before Ontario courts . . . . . (MAG) 171
non-compliance cases, Tenant Protection Act, 1997 . . . . . (MAH) 479
recommendations, tax evasion, fraudulent grant and tax credit claims . . . . . (FIN) 368
prospector
geoanalytical facility . . . . . (NDM) 522
mining lands, registration, acquisition, assessment approval . . . . . (NDM) 525
Ontario Prospectors Assistance Program . . . . . (NDM) 524
Prospectors Licence . . . . . (NDM) 526
prospectus
offerings of securities, applications for exemption, transfer or release from escrow . . . . . (FIN) 379
protocol
guidance on international protocol practices . . . . . (EDT) 305
manages organization of royal and official visists, delegations and government conferences . . . . . (EDT) 305
Province of Ontario Land Registration Information System . . . . . (CBS) 247
248, 249, 250, 251, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 266, 267, 268, 269, 270
Province of Ontario Savings Office . . . . . (FIN) 376
Provincial Land Tax . . . . . (FIN) 365
psychiatric
advocacy and rights advice to inpatients . . . . . (MOH) 408
appeals, access to personal records from a psychiatric facility . . . . . (MOH) 433
appeals, capacity to make personal care and financial decisions . . . . . (MOH) 433
appeals, involuntary placement in a psychiatric facility . . . . . (MOH) 433
hospitals . . . . . (MOH) 393

See also mental health
Public Complaints against Police Officers . . . . . (MSG) 543
public education
crime prevention . . . . . (MSG) 554
development of services for victims of crime . . . . . (MAG) 184
human rights, reducing prejudice and discrimination . . . . . (CIT) 198
improve the quality of Ontario's natural environment . . . . . (ECO) 123
pay equity . . . . . (LAB) 456
Public Inquiries . . . . . (EDU) 318
public lands
See Crown land
Publication Sales . . . . . (NDM) 523
publications
Depository Library system . . . . . (CBS) 237
EOCOS, research and ordering site restricted to libraries . . . . . (CBS) 237
fire service . . . . . (MSG) 561
fish, wildlife, forestry, mineral resources, lands and waters, parks . . . . . (MNR) 512
geology, mining and mineral resources . . . . . (NDM) 523
government, free and priced, Access Ontario . . . . . (CBS) 235
heritage, general and technical . . . . . (TCR) 575
highway design . . . . . (MTO) 613
Ontario Gazette subscriptions . . . . . (CBS) 237
POOL, a public on-line e-commerce and information site . . . . . (CBS) 237
Publications Ontario, shop in person, On-line (POOL) Web site . . . . . (CBS) 236
sales, Mines and Minerals . . . . . (NDM) 524
tourist information . . . . . (TCR) 567
See also books
See also bookstore
publishing
GOJobs web site . . . . . (MBC) 462
job mart . . . . . (MBC) 462
Ontario Geological Survey, offset printing, electronic distribution . . . . . (NDM) 524
topical . . . . . (MBC) 462

Q

quarries
inspection, workplace health and safety . . . . . (LAB) 445
Quaternary Mapping Program . . . . . (NDM) 530
Quetico Provincial Park (Northwestern) . . . . . (MNR) 503

R

rabies
post-exposure treatment . . . . . (MOH) 403
vaccinating wild animals . . . . . (MNR) 516
Rabies Indemnification Program . . . . . (AGF) 140
racing
general inquiries on the racing and breeding industry . . . . . (CBS) 276
horse, regulate and license . . . . . (CBS) 276
racism
address anti-discrimination issues, Ministry of Correctional Services . . . . . (MCS) 284

radiation
advisory committees, safe use of radiation . . . . . (MOH) 436
approves training courses, operation of x-ray machines . . . . . (MOH) 436
evaluates and controls occupational exposure . . . . . (LAB) 446
expertise on all matters concerning exposure to radiation . . . . . (LAB) 446
radioanalytical and field support, Provincial Nuclear Emergency Plan . . . . . (LAB) 446
technologists provide consultations to help prevent occupational diseases . . . . . (LAB) 446
See also x-ray
rail
Polar Bear Express, Northlander, Little Bear . . . . . (NDM) 538
services, Northern Ontario . . . . . (NDM) 538
Rainbow Falls Provincial Park (Northwestern) . . . . . (MNR) 503
Raw Milk Quality Program . . . . . (AGF) 137
real estate
land ownership and transfer records . . . . . (CBS) 243
Real Estate Council of Ontario . . . . . (CBS) 242
services, construction project management, facilities management . . . . . (MBC) 477
services, portfolio management and asset rationalization . . . . . (MBC) 477
real property
expropriation, mediated settlement, Board of Negotiation . . . . . (MAG) 153
information about ownership, title searches . . . . . (CBS) 247
registration, documents, deeds, mortgages and plans of survey . . . . . (CBS) 247
Real Property - Access to database, searches, etc. . . . . (CBS) 247
Rebate for Vehicles to Transport a Permanently Physically Disabled Person . . . . . (FIN) 367
Recording of Claims . . . . . (NDM) 527
records
adoption and Crown Ward records . . . . . (CSS) 213
appeals, access to personal records from a psychiatric facility . . . . . (MOH) 433
approve disposition of provincial government records . . . . . (MBC) 463
Archives of Ontario . . . . . (MBC) 463
births, deaths, marriages, other vital statistics events . . . . . (CBS) 243
complaints, wrongful collection, use or disclosure of personal information . . . . . (IPC) 123
driver and vehicle licensing and conviction records . . . . . (MTO) 622
geoscience assessment, mining claims . . . . . (NDM) 525
government personnel, offices and services information, internet . . . . . (CBS) 236
land ownership and transfer . . . . . (CBS) 243
land registration, search . . . . . (CBS) 248
list of filings, insider trading, proxy solicitation material, take-over bids . . . . . (FIN) 379
PACE (Public Access and Corporate Enquiry) database . . . . . (CBS) 236
review government Freedom of Information decisions . . . . . (IPC) 123
security interest in personal property . . . . . (CBS) 243
verified child abuse cases . . . . . (CSS) 214
verify authenticity, affidavits, records notarized by officials/notary publics . . . (MBC) 474
recreation
areas, Niagara Parks Commission . . . . . (TCR) 580
encouraging sports, physical activity . . . . . (TCR) 572
fostering involvement of children and youth in sport . . . . . (TCR) 572
Information, publications, fish, wildlife, lands and waters, provincial parks . . . (MNR) 512
Old Fort William . . . . . (TCR) 573
Ontario Place . . . . . (TCR) 581
recycling
waste policy . . . . . (ENE) 343
registration
Access Ontario, Ont Business Connect terminals for business registrations . . . . (CBS) 235
advice and information about the registration system to lobbyists . . . . . (ICO) 124
appeals, commercial registration . . . . . (CBS) 274

appeals, health professions . . . . . (MOH) 437
Association of Ontario Land Surveyors, membership . . . . . (MNR) 514
births, deaths, marriages, still-births, adoptions, changes of name . . . . . (CBS) 245
Business Name, Federal Business Number . . . . . (CBS) 237
business names of sole proprietorships, partnerships and corporations . . . . . (CBS) 244
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office . . . (MTO) 622
Certificates of Registration, authorization to solemnize marriages . . . . . (CBS) 245
compliance, business registration requirements . . . . . (CBS) 239
documents, deeds, mortgages and plans of survey . . . . . (CBS) 247
electronic registration for business names, Ontario Business Connects . . . . . (CBS) 244
farm businesses, gross farm income $7,000 or more, required to register annually . . . . . (AGF) 145
firm registration, Workplace Safety and Insurance Board . . . . . (LAB) 457
land . . . . . (CBS) 248
lobbyists registry . . . . . (ICO) 124
mining lands . . . . . (NDM) 526
motor vehicles, regions . . . . . (MTO) 603
non-possessory liens, collateral security agreement . . . . . (CBS) 246
Ontario Health Insurance, Health Card . . . . . (MOH) 415
paperback and periodical distributors . . . . . (CBS) 239
pesticide minor use registration . . . . . (AGF) 132
private bailiffs, collection agencies, consumer reporting . . . . . (CBS) 239
real property . . . . . (CBS) 247
vehicle, Central Region Drivers and Vehicles Office . . . . . (MTO) 620
Registration Certificate - TTA . . . . . (FIN) 365
Registration of a Limited Partnership . . . . . (CBS) 244
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage . . . . . (CBS) 245
Registration of Real Property under either Registry Act or Land Titles Act . . . . . (CBS) 247
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act . . . . . (CBS) 246
248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270
Registration of security interests under Personal Property Security Act and Storage Liens Act . . . . . (CBS) 260
Registration under the Collection Agencies Act . . . . . (CBS) 239
regulations
advice on the Ontario Fire Code, Fire Protection and Prevention Act, 1997 . . . . (MSG) 564
drafting services, translation and publication . . . . . (MAG) 182
information, international investor, manufacturing and tradable services . . . . . (EDT) 313
legislation, Publications Ontario . . . . . (CBS) 236
Ontario, final court disposition for offences . . . . . (MAG) 170
rehabilitation
entitlement appeals, Workplace Safety and Insurance . . . . . (LAB) 457
Relief from Forfeiture . . . . . (NDM) 527
remote sensing
satellite and airborne, geographic referencing system . . . . . (MNR) 511
Rene Brunelle Provincial Park (Northeastern) . . . . . (MNR) 503
Renewal Prospectors Licence . . . . . (NDM) 527
rent
matters filed before June 17, 1998, Rent Control Transition . . . . . (MAH) 485
Rent Supplement Program . . . . . (MAH) 480
rescue
provincial search and rescue programs . . . . . (MSG) 558

research
agri-food research, education and laboratory programs, University of Guelph . . . (AGF) 143
Agricultural Research Institute of Ontario . . . (AGF) 148
agriculture and food, operation of nineteen research field stations . . . (AGF) 143
agriculture, veterinary medicine . . . (AGF) 148
Archives of Ontario . . . (MBC) 463
cancer issues . . . (MOH) 429
environmental, pollutants, laboratory services . . . (ENE) 341
EOCOS, research and ordering site restricted to libraries . . . (CBS) 237
food service businesses, advice on research and development . . . (AGF) 135
funding, forestry . . . (MNR) 515
geological, maps . . . (NDM) 524
health policy . . . (MOH) 422
mental health, grants and fellowships . . . (MOH) 438
Ontario Research and Development Challenge Fund . . . (EST) 334
patterns of discrimination, Ontario Human Rights Commission . . . (CIT) 198
Premier's Research Excellence Awards, Centres of Excellence . . . (EST) 334
procedural, analysis services to Speaker, Clerk of the House and MPPs . . . (LEG) 120
provincial investment in scientific research and technology . . . (EST) 333
public health, epidemiology . . . (MOH) 404
Royal Botanical Gardens, scientific and research institution . . . (TCR) 578
service is offered exclusively for MPPs, Legislative Library . . . (LEG) 117
technical assistance, projects, training in archaeological research . . . (TCR) 571
Resident Geologist Program Yearly Report of Activity . . . (NDM) 528
Resolution of Building Code Disputes . . . (MAH) 484
Restoule Provincial Park (Central) . . . (MNR) 503
retail sales tax
appeals . . . (FIN) 368
one window tax office, Regional Tax Offices . . . (FIN) 366
refunds and rebates . . . (FIN) 367
Vendor Permit, electronic application . . . (CBS) 238
Vendors collect from consumers at the time of sale . . . (FIN) 367
Rideau River Provincial Park (Southeastern) . . . (MNR) 503
risk assessment
emergency preparedness and response . . . (MSG) 558
toxicological, threats to ecosystem and human health . . . (ENE) 341
Robarts School for the Deaf Residential and Day School Programs . . . (EDU) 324
Rock Point Provincial Park (Southwestern) . . . (MNR) 503
Rondeau Provincial Park (Southwestern) . . . (MNR) 503
Rural Economic Development . . . (AGF) 133
Rural Job Strategy Fund . . . (AGF) 134
Rural Summer Jobs Service Program . . . (AGF) 140
Rural Youth Jobs Strategy . . . (AGF) 134
Rushing River Provincial Park (Northwestern) . . . (MNR) 503

S

safety
24 hour emergency response, food quality and safety issues . . . (AGF) 143
amusement devices . . . (CBS) 243
assessments of chemicals . . . (LAB) 445
boilers and pressure vessels . . . (CBS) 243
carrier safety and enforcement on highways . . . (MTO) 618

construction . . . . . (LAB) 444
deliver road safety programs and monitor road safety activity . . . . . (MTO) 624
electrical devices and installations, electrical products . . . . . (CBS) 242
elevating devices . . . . . (CBS) 243
fire, awards to citizens, firefighters and organizations . . . . . (MSG) 561
fire, construction, education facilities, institutional, government buildings . . . . . (MSG) 564
gasoline handling . . . . . (CBS) 243
hazards associated with inactive, abandoned and orphaned mine sites . . . . . (NDM) 524
highway, legislation, regulations and policies, road users . . . . . (MTO) 624
Industrial workplace . . . . . (LAB) 444
meat . . . . . (AGF) 138
milk, milk products, dairy food . . . . . (AGF) 137
mining, pits, quarries, metallurgical operations . . . . . (LAB) 445
operating engineers . . . . . (CBS) 243
problems in rental properties . . . . . (MAH) 482
promotes road user safety . . . . . (MTO) 623
public, methods of minimizing hazards to persons or property . . . . . (MSG) 558
quality standards, foods of plant origin . . . . . (AGF) 137
standards, food products . . . . . (AGF) 136
standards, industry self-management . . . . . (CBS) 241
standards, Ontario Fire Code . . . . . (MSG) 564
upholstered and stuffed articles . . . . . (CBS) 243
workers in the mining industry . . . . . (LAB) 445
x-ray . . . . . (MOH) 436
See also risk assessment
Sagonaska School Educational, Residential and Teacher Education Programs . . . . . (EDU) 324
Sales Program . . . . . (EDU) 324
sales tax
See retail sales tax
Samuel de Champlain Provincial Park (Northeastern) . . . . . (MNR) 503
Sandbanks Provincial Park (Southeastern) . . . . . (MNR) 503
Sandbar Lake Provincial Park (Northwestern) . . . . . (MNR) 503
Sauble Falls Provincial Park (Southwestern) . . . . . (MNR) 503
savings bond
See Savings Office
Savings Office
Province of Ontario Savings Office . . . . . (FIN) 376
scholarship
Ontario Graduate Scholarship program . . . . . (TCU) 596
school board
capital and operating grants for school boards . . . . . (EDU) 320
consultative services to boards, blind, deaf, deaf/blind, learning disabilities . . . . (EDU) 324
schools
blind, deaf, deaf/blind and pupils with severe learning disabilities . . . . . (EDU) 324
curricula for French-language schools . . . . . (EDU) 323
demonstration schools, blind, deaf, deaf/blind, severe learning disabilities . . . . . (EDU) 325
evaluation and procurement of learning materials . . . . . (EDU) 326
French-language elementary and secondary schools . . . . . (EDU) 322
inspects schools of anatomy . . . . . (MSG) 560
See also colleges
See also education
science
forensic library . . . . . (MSG) 558
geoscience, geoanalytical facility . . . . . (NDM) 522
natural resources technology applications . . . . . (MNR) 495
natural science museum, exhibits, Royal Ontario Museum . . . . . (TCR) 579

one-window approach to biotechnology issues . . . . . (EST) 334
Ontario Research and Development Challenge Fund . . . . . (EST) 334
Ontario Science Centre, exhibits . . . . . (TCR) 577
Ontario Science, Technology and Innovation Council . . . . . (EST) 334
Premier's Research Excellence Awards, Centres of Excellence . . . . . (EST) 334
provincial investment in scientific research and technology . . . . . (EST) 333
Science North, exhibits and educational programs . . . . . (TCR) 579
Searches . . . . . (CBS) 244
Searching/enquiring against debtors in the Personal Property Security Enquiry System . . . . . (CBS) 261
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System . . . . . (CBS) 246
248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270
securities
prospectus, applications for exemption, transfer or release, processes . . . . . (FIN) 379
security
Personal Property Security Registration . . . . . (CBS) 248
registration, security agreement . . . . . (CBS) 246
services to the Legislative Precinct, Sergeant-at-Arms . . . . . (LEG) 121
Seed Corn Grower or Dealer Licence . . . . . (AGF) 150
Selkirk Provincial Park (Southwestern) . . . . . (MNR) 503
seniors
Home Oxygen Program, pays 100% of a flat monthly rate . . . . . (MOH) 421
Ontario Seniors' Secretariat . . . . . (CIT) 192
Senior Achievement Awards, Senior of the Year Awards . . . . . (CIT) 191
sewage
facilities, approves applications . . . . . (ENE) 344
operators, classification and certification programs . . . . . (ENE) 339
See also waste
sewers and septic systems
See sewage
Sexually Transmitted Disease Control . . . . . (MOH) 402
Sharbot Lake Provincial Park (Southeastern) . . . . . (MNR) 503
Shoreline Property Assistance Program . . . . . (MAH) 483
Sibbald Point Provincial Park (Central) . . . . . (MNR) 503
signs
traffic signs and signals, control devices, illuminations and speed limits . . . . . (MTO) 614
Silent Lake Provincial Park (Southeastern) . . . . . (MNR) 503
Silver Lake Provincial Park (Southeastern) . . . . . (MNR) 503
Sioux Narrows Provincial Park (Northwestern) . . . . . (MNR) 503
Sir James Whitney School for the Deaf Residential and Day School Programs . . . . (EDU) 324
Sir John A. MacDonald Graduate Fellowship in Canadian History . . . . . (TCU) 588
Six Mile Lake Provincial Park (Central) . . . . . (MNR) 503
skiing
alpine and cross-country, recorded reports . . . . . (TCR) 582
tourist information, publications . . . . . (TCR) 568
skills development
training opportunities for emerging Ontario filmmakers . . . . . (TCR) 577
See also training
Sleeping Giant Provincial Park (Northwestern) . . . . . (MNR) 503
smoking
smoking in the workplace, occupational health and safety . . . . . (LAB) 444
See also tobacco
snow vehicle
motorized snow vehicles, road user safety . . . . . (MTO) 624

social assistance
See welfare
social services
See welfare
soils
management, utilization of nutrients or wastes, agriculture . . . . . (AGF) 134
Special Occasion Permit . . . . . (CBS) 273
speed limits
provincial highways, Traffice Office . . . . . (MTO) 614
spills
contingency planning . . . . . (ENE) 347
coordinates response actions, 24-hour basis . . . . . (ENE) 347
sport
encouraging sport and recreation, physical activity . . . . . (TCR) 572
fostering involvement of children and youth . . . . . (TCR) 572
licences, professional combative sports . . . . . (CBS) 240
Sport and Recreation Provincial Programs . . . . . (TCR) 572
Sports, Culture and Tourism Partnerships . . . . . (NDM) 536
Springwater Provincial Park (Central) . . . . . (MNR) 503
standards
amusement devices . . . . . (CBS) 243
boilers and pressure vessels . . . . . (CBS) 243
Colleges of Applied Arts and Technologies, program quality, accreditation . . . . (TCU) 587
construction health and safety . . . . . (LAB) 444
construction of buildings under the Ontario Building Code . . . . . (MAH) 481
dairy, dairy analogs, eggs, fruit and vegetables, meat and livestock products . . . (AGF) 136
design and construction of new and rehabilitated highway structures . . . . . (MTO) 613
educational development standards, curriculum development . . . . . (EDU) 326
elevating devices . . . . . (CBS) 243
employment . . . . . (LAB) 443
environmental, protect human health and the natural environment . . . . . (ENE) 341
evaluation of geoscience assessment work . . . . . (NDM) 525
fire protection services . . . . . (MSG) 561
fire safety . . . . . (MSG) 564
food grades, processes and regulatory compliance . . . . . (AGF) 145
foods of plant origin . . . . . (AGF) 137
forest resource management . . . . . (MNR) 501
gasoline handling . . . . . (CBS) 243
government policy standards, advertising . . . . . (MBC) 476
handling and storage standards, livestock medicines . . . . . (AGF) 150
highway, civil engineering . . . . . (MTO) 613
human rights, workplace equal opportunity . . . . . (CIT) 189
industrial health and safety . . . . . (LAB) 444
industry self-management . . . . . (CBS) 241
Interprovincial Standards (Red Seal) examinations . . . . . (TCU) 594
maintenance of provincial highways . . . . . (MTO) 601
mining health and safety . . . . . (LAB) 445
municipal police . . . . . (MSG) 556
operating engineers . . . . . (CBS) 243
OPP, police . . . . . (MSG) 543
professional and specialized services . . . . . (LAB) 445
provincial, cancer care . . . . . (MOH) 429
Provincial Maintenance Standards under the Tenant Protection Act . . . . . (MAH) 482
quality standards for materials in construction, maintenance of highways . . . . . (MTO) 614
surveys . . . . . (MNR) 512
upholstered and stuffed articles . . . . . (CBS) 243

Standing and Select Committees
procedural and administrative support . . . . . (LEG) 119
Statistical service . . . . . (CBS) 245
statistics
agricultural . . . . . (AGF) 140
births, still-births . . . . . (CBS) 245
deaths . . . . . (CBS) 245
marriages . . . . . (CBS) 245
stockbrokers
registers and investigates consumer complaints about stockbrokers . . . . . (FIN) 379
Strategic Partnership and Community Foundations Program . . . . . (NDM) 534
strikes
labour dispute, government's conciliation services . . . . . (LAB) 451
labour relations, illegal strikes and lockouts . . . . . (LAB) 455
See also unions
students
early intervention programs for students with special needs . . . . . (EDU) 328
educational loans, grants, bursaries to Ontario postsecondary students . . . . . (TCU) 587
Legislative Page Program for Grade 7 and 8 students . . . . . (LEG) 120
OSAP (Ontario Student Assistance Program) . . . . . (TCU) 587
post-doctoral, grants and fellowships, mental health research . . . . . (MOH) 438
special education programs and services for exceptional students . . . . . (EDU) 328
student assessment program, policy . . . . . (EDU) 328
Student Usher Program for university students . . . . . (LEG) 120
stuffed articles
technical standards and safety . . . . . (CBS) 243
Sturgeon Bay Provincial Park (Central) . . . . . (MNR) 503
substance abuse
Ontario Substance Abuse Bureau, funding addiction treatment services . . . . . (MOH) 395
Substitution/Duplication of Licence . . . . . (NDM) 527
Succession Duty . . . . . (FIN) 365
succession duty
Succession Duty Supplementary Provisions Act . . . . . (FIN) 361
wind-down of Succession Duty Act . . . . . (FIN) 365
Summer Jobs Service . . . . . (NDM) 536
Summer Language Bursary Program . . . . . (TCU) 588
support orders
enforces family support orders made by the courts . . . . . (CSS) 210
Support to Provincial Sport Organizations . . . . . (TCR) 572
Surficial Geochemical Program . . . . . (NDM) 530
surplus
redeployment or disposal of government's surplus movable assets . . . . . (MBC) 473
surveys
Crown land . . . . . (MNR) 512
geological . . . . . (NDM) 523
geological and geophysical mapping of the bedrock and mineral deposits . . . . (NDM) 527
standards, guidelines and specifications . . . . . (MNR) 512

T

Tax and Rent Information . . . . . (NDM) 526
Tax Enforcement . . . . . (FIN) 368
Tax for Fuel Conservation . . . . . (FIN) 367

taxation
Corporations Tax, Employer Health Tax ..... (FIN) 353
Employee Share Ownership Plan, Ontario Tax Credit Audit ..... (FIN) 353
Financial Services Commission, Property Assessment ..... (FIN) 353
Gas, Fuel and Tobacco Taxes/Border Levy ..... (FIN) 353
International Fuel Tax Agreement, Land Transfer Tax and refunds ..... (FIN) 353
municipal, applications and appeals ..... (MAG) 152
Ontario Budget ..... (FIN) 358
Ontario Child Care Supplement for Working Families ..... (FIN) 353
Ontario Home Ownership Savings Plan ..... (FIN) 353
Ontario Investment and Employee Ownership Plan ..... (FIN) 353
Ontario Tax Credits/Ontario Tax Reduction ..... (FIN) 353
Permanently Physically Disabled Program ..... (FIN) 353
Propane/Alternative Fuel Refunds, GAINS ..... (FIN) 353
Provincial Land Tax, Tax for Fuel Conservation ..... (FIN) 353
Provincial Sales Tax and Ontario Savings Bonds ..... (FIN) 353
school board, complaints with respect to direction of school support ..... (MAG) 152
Used Vehicle Information Program ..... (FIN) 353
taxes
See taxation
teacher
collective bargaining, provincially operated schools ..... (EDU) 329
education, pre-school deaf ..... (EDU) 325
in-service teacher education, Demonstration Schools ..... (EDU) 325
technology
crop production ..... (AGF) 132
livestock production, animal health improvement ..... (AGF) 134
one-window approach to biotechnology issues ..... (EST) 334
Ontario Research and Development Challenge Fund ..... (EST) 334
Ontario Science, Technology and Innovation Council ..... (EST) 334
Premier's Research Excellence Awards, Centres of Excellence ..... (EST) 334
provincial investment in scientific research and technology ..... (EST) 333
Science North, exhibits, educational programs ..... (TCR) 579
telecommunications
Northern Ontario Heritage Fund, improve infrastructure ..... (NDM) 534
television
educational television network, TVO, TFO ..... (TCU) 595
labour based tax credits to film, television producers ..... (TCR) 577
legislative (ONT.PARL.), satellite and in-house closed circuit television ..... (LEG) 119
TVOntario, Ontario Educational Communications Authority ..... (TCU) 595
Temporary Retail Sales Tax Rebate for Commercial Farmers ..... (FIN) 367
tenants
complaints about safety and maintenance problems in rental properties ..... (MAH) 482
request an inspection of rental property ..... (MAH) 482
Tender Fruit Processor Licence ..... (AGF) 150
testing
anonymous HIV testing program ..... (MOH) 393
breath testing, Forensic Sciences ..... (MSG) 558
drugs on the Drug Benefit Formulary ..... (MOH) 419
fire service ..... (MSG) 562
General Educational Development, High School Equivalency Certificate ..... (EDU) 324
laboratory testing, public health ..... (MOH) 419
transporation system materials ..... (MTO) 614
Tuberculosis drug levels ..... (MOH) 419
wire ropes used in mine-hoisting ..... (LAB) 445
The Pinery Provincial Park (Southwestern) ..... (MNR) 503

The Shoals Provincial Park (Northeastern) . . . . . (MNR) 503
theatre
regulates movie theatres . . . . . (CBS) 240
Theatres Administration . . . . . (CBS) 240
Third Party Grading . . . . . (AGF) 146
Tidewater Provincial Park (Northeastern) . . . . . (MNR) 503
timber
wood measurement examinations, scaler's licences . . . . . (MNR) 515
titles
land, registration, searches . . . . . (CBS) 247
tobacco
Fuel and Tobacco Taxes/Border Levy . . . . . (FIN) 353
inspection services, Flue-Cured Tobacco Marketing Board . . . . . (AGF) 146
objections and appeals filed under the Tobacco Tax Act . . . . . (FIN) 368
taxes, collection and refunds . . . . . (FIN) 365
Tobacco Strategy . . . . . (MOH) 394
Tobacco Tax . . . . . (FIN) 365
topical
publishing . . . . . (MBC) 462
tourism
develop and market regional projects, Northern Ontario . . . . . (NDM) 534
development of strategic tourism initiatives . . . . . (TCR) 581
Ontario Moose and Bear Allocation . . . . . (MNR) 516
recorded reports, skiing, spring blossoms, fall colours . . . . . (TCR) 581
Travel Information Centres . . . . . (TCR) 581
See also travel
Tourism Consulting . . . . . (NDM) 536
Tourism Program . . . . . (NDM) 534
tours
Art Gallery of Ontario . . . . . (TCR) 574
Legislative Building . . . . . (LEG) 120
Royal Botanical Gardens . . . . . (TCR) 578
Royal Ontario Museum . . . . . (TCR) 579
trade
policy issues related to grape, wine, red meats, horticulture, grains/oilseeds . . . . (AGF) 141
assists Ontario agri-food companies to develop export sales . . . . . (AGF) 139
certification of a trade union . . . . . (LAB) 455
federal-provincial and international relations . . . . . (EDT) 312
increase exports of goods and services, Northern Ontario . . . . . (NDM) 538
international, trade delegations, management, advice . . . . . (EDT) 305
international trade promotion programs, export missions, agri-food . . . . . (AGF) 139
negotiate trade and investment agreements, advice on trade law . . . . . (EDT) 312
policy issues related to grape, wine, red meats, horticulture, gains/oilseeds . . . . (AGF) 141
processing of requests from trade unions for the appointment of arbitrators . . . . (LAB) 451
promotion programs, export education, Ontario Exports Inc . . . . . (EDT) 315
strategic and legal support in managing disputes . . . . . (EDT) 312
termination of a trade union's bragaining rights . . . . . (LAB) 455
wholesale, Ontario Food Terminal, marketing of fruits and vegetables . . . . . (AGF) 151
trade unions
See unions
traffic
accidents information files . . . . . (MTO) 614
control devices, traffic signs and signals . . . . . (MTO) 614
general traffic and road condition information . . . . . (MTO) 599
illumination and speed limits on provincial highways . . . . . (MTO) 614

training
adjustment situations, apprenticeship . . . . . (TCU) 592
Correctional Services, private correctional agencies . . . . . (MCS) 283
employment preparation and literacy and basic skills programs . . . . . (TCU) 591
fire fighters, Ontario Fire College . . . . . (MSG) 564
food processing and service businesses . . . . . (AGF) 135
inmate workforce, meaningful work experience in industrial programs . . . . . (MCS) 282
long-term, on-the-job apprenticeship programs . . . . . (TCU) 594
Ontario Police College . . . . . (MSG) 557
opportunities for emerging Ontario filmmakers . . . . . (TCR) 577
police, assistance to sexual, wife assualt victims . . . . . (MAG) 183
police, assistance to sexual, wife assualt victims . . . . . (MCS) 302
technical assistance, archaeological research training . . . . . (TCR) 571
toll free Training Hotline, employment and training program information . . . . . (TCU) 591
See also apprenticeship
transcripts
verbatim transcripts of sittings of the Legislature and its committees . . . . . (LEG) 120
Transfers of Recorded Mining Claims . . . . . (NDM) 527
Transit Permit for Bulk Tobacco Products-TTA . . . . . (FIN) 365
translation
Ontario regulations . . . . . (MAG) 182
services, government, French, English . . . . . (MBC) 474
transportation
analysis, advice and policy coordination on alternate transportation fuels . . . . . (EST) 333
construction, maintenance and operation of highways and bridges . . . . . (MTO) 614
intelligent transportation systems . . . . . (MTO) 616
policies, management and award of transportation construction contracts . . . . . (MTO) 601
policies, municipal transportation system, Local Services Realignment . . . . . (MTO) 617
quality standards of highways, guidelines for materials . . . . . (MTO) 614
rail, bus, ferry for passengers and freight, Northern Ontario . . . . . (NDM) 538
rail, Polar Bear Express, Northlander, Little Bear . . . . . (NDM) 538
travel
counselling, outdoor recreation . . . . . (MNR) 512
Information Centres . . . . . (TCR) 581
tourist information, publications . . . . . (TCR) 567
Travel Industry Council of Ontario . . . . . (CBS) 243
See also tourism
trees
See forest
trials
claims against estates, wills . . . . . (MAG) 171
criminal and civil cases . . . . . (MAG) 171
proceedings relating to mental incompetency . . . . . (MAG) 171
summoning jurors . . . . . (MAG) 171
Trillium School Residential and Educational Programs . . . . . (EDU) 324
trust companies
licensing and enforcement . . . . . (FIN) 372
trustee
See guardian
tuberculosis
testing of Tuberculosis drug levels . . . . . (MOH) 419
treatment programs . . . . . (MOH) 403
Tuberculosis Control . . . . . (MOH) 402
Turkey Point Provincial Park (Southwestern) . . . . . (MNR) 503

U

unemployment
See employment
unions
information services to unions on labour relations and collective bargaining . . . (LAB) 450
mediation, arbitration, employers and employees . . . . . (LAB) 450
trade, requests for arbitrators . . . . . (LAB) 451
See also strikes
universities
governance of Colleges of Applied Arts and Technology . . . . . (TCU) 595
special, capital and operating grants, program guidelines, advisory services . . . . (TCU) 588
See also education
University Student Information System - University Affairs Reports Student Records . . . . . (TCU) 588
Unmarked Cigarette Dealer's Permit-TTA . . . . . (FIN) 365
upholstered and stuffed articles
technical standards and safety . . . . . (CBS) 243
used cars
See motor vehicle
Used Vehicle Information Package . . . . . (CBS) 246
Used Vehicle Information Program . . . . . (FIN) 367
utilities
sets rates charged . . . . . (EST) 335
See also electricity

V

vacation
pay, employment standards . . . . . (LAB) 443
Vaccine Preventable Diseases . . . . . (MOH) 402
vaccines
communicable/infectious disease control programs . . . . . (MOH) 403
immunization programs . . . . . (MOH) 403
medical supplies, public sector organizations . . . . . (MOH) 391
post-exposure treatment, rabies . . . . . (MOH) 403
rabies, vaccinating wild animals . . . . . (MNR) 516
See also immunization
Vegetable Processor Licence . . . . . (AGF) 150
vegetables
development and expansion of international markets . . . . . (AGF) 138
export marketing, Ontario agri-food products . . . . . (AGF) 138
Foodland Ontario, promotion of Ontario grown fruits and vegetables . . . . . (AGF) 139
inspection services at processing plants and other points of distribution . . . . . (AGF) 136
licensing of processors of regulated commodities . . . . . (AGF) 150
Ontario Food Terminal, wholesale produce market . . . . . (AGF) 151
product safety standards . . . . . (AGF) 136
See also agriculture
See also crops
vehicle
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office . . . (MTO) 622
carrier and other road user records are properly maintained . . . . . (MTO) 622

driver and vehicle information to the public, courts, law enforcement agencies . . . (MTO) 622
driver examination and licensing, Central Region Drivers and Vehicles Office . . . (MTO) 620
licensing and conviction records for drivers and vehicles . . . (MTO) 622
licensing, renewals, change of address, Drivers and Vehicles Office . . . (MTO) 622
operating licences, bus for-hire services, approval or rejection of transfers . . . (MTO) 625
operating licences for bus for-hire services, issuance of and extensions . . . (MTO) 625
regional and district offices . . . (MTO) 603
vehicle registration and vehicle inspection, Central Region Drivers and Vehicles . . . (MTO) 620
See also motor vehicles

vendor
collect Retail Sales Tax from consumers at the time of sale . . . (FIN) 367
issues vendor permits . . . (FIN) 367
pay tax on most goods manufactured, purchased or imported for own use . . . (FIN) 367
Retail Sales Tax Vendor Permit, electronic registration . . . (CBS) 238
vendor information for starting a business . . . (FIN) 367

veterans
emergency aid, eligible World Wars I, II and Korean War veterans . . . (CSS) 215

veterinarians
appeals, self-regulating health professions, applications for registration . . . (MOH) 437
appeals, self-regulating health professions, reviews decisions of complaints committees . . . (MOH) 437
governing body, regulate practice of veterinary medicine . . . (AGF) 149

veterinary
governing body, regulate practice of veterinary medicine . . . (AGF) 149
inspection services for abattoirs and sales barns . . . (AGF) 138
medicine, research . . . (AGF) 148

Veterinary Assistance Program . . . (NDM) 536
Veterinary Assistance Program for Northern Ontario Designated Areas . . . (AGF) 134
Veterinary Science . . . (AGF) 134

victim
Assistance and Referral Services . . . (MCS) 302
crime, development of services, public education . . . (MAG) 184
crime, support, police liaison, courtroom orientation . . . (MAG) 184
Office for Victims of Crime . . . (MAG) 183
police training in assistance to sexual, wife assualt victims . . . (MAG) 183
police training in assistance to sexual, wife assualt victims . . . (MCS) 302
rape crisis/sexual assault centres, funding and development . . . (MAG) 183
rape crisis/sexual assault centres, funding and development . . . (MCS) 302
Support Line, information to victims on convicted adult offenders . . . (MCS) 302
Victim Crisis Assistance and Referral Services . . . (MAG) 183
See also abuse
See also violence

Victim/Witness Assistance Programme . . . (MAG) 184

violence
compensation, injuries as the result of an act of criminal violence . . . (MAG) 182
delivery of anti-violence programs, Ontario Women's Directorate . . . (CIT) 193
Domestic Violence Work Team . . . (MAG) 183
prevention initiatives, women . . . (CIT) 193
See also abuse
See also victim

Violence Against Women Prevention Initiative . . . (NDM) 536

visitor information
See travel

volunteer
community services, long-term care . . . . . (MOH) 430
initiatives to recognize, encourage and support volunteers' action . . . . . (CIT) 190
Outstanding Achievement Award for Volunteerism . . . . . (CIT) 191
Volunteer Service Awards . . . . . (CIT) 191
Volunteer@ction.online . . . . . (CIT) 190
Voyageur Provincial Park (Southeastern) . . . . . (MNR) 503

W

W. Ross Macdonald School Residential and Day School Programs . . . . . (EDU) 324
wages
collective bargaining information database . . . . . (LAB) 451
Wakami Lake Provincial Park (Northeastern) . . . . . (MNR) 503
Wasaga Beach Provincial Park (Central) . . . . . (MNR) 503
waste
facilities, approves applications . . . . . (ENE) 344
management, hazardous, non-hazardous . . . . . (ENE) 343
promotes recycling . . . . . (ENE) 343
utilization of manure, sludge and other nutrients or wastes . . . . . (AGF) 134
water sevices . . . . . (ENE) 348
See also sewage
water
conservation partnerships . . . . . (ENE) 341
construction and maintenance standards for watermains and sewers . . . . . (MTO) 613
facilities, approves applications . . . . . (ENE) 344
monitoring ambient water quality . . . . . (ENE) 340
promoting the wise use of rural Ontario's water resources . . . . . (AGF) 134
protect life and property, water-related hazards . . . . . (MNR) 502
recreation information, publications . . . . . (MNR) 512
resource management . . . . . (MNR) 501
resource management, Algonquin Provincial Park . . . . . (MNR) 514
safety, disease control programs . . . . . (MOH) 403
services to municipalities . . . . . (ENE) 348
See also drinking water
See also lakes
Weed Control Act Program . . . . . (AGF) 133
welfare
appeals, decisions on General Welfare Assistace . . . . . (CSS) 231
Child Welfare Review . . . . . (CSS) 214
Home Oxygen, pays 100% of a flat monthly rate . . . . . (MOH) 421
Wheatley Provincial Park (Southwestern) . . . . . (MNR) 503
wheelchair
Assistive Devices Program, pays up to 75% of the cost . . . . . (MOH) 421
White Lake Provincial Park (Northwestern) . . . . . (MNR) 503
Wholesale Dealer's Permit (Tobacco)-TTA . . . . . (FIN) 365
wife assault
data collection . . . . . (MAG) 183
data collection . . . . . (MCS) 302
rape crisis/sexual assault centres, funding and development . . . . . (MAG) 183
rape crisis/sexual assault centres, funding and development . . . . . (MCS) 302
victim assistance . . . . . (MAG) 183
victim assistance . . . . . (MCS) 302
See also abuse
See also violence

wildlife
management of Ontario's resources, partnership programs ..... (MNR) 501
Outdoors Card and licensing programs ..... (MNR) 501
protects habitat, Algonquin Provincial Park ..... (MNR) 514
recreation information, publications ..... (MNR) 512
See also hunting
wills
trials, claims against estates ..... (MAG) 171
See also estates
Windy Lake Provincial Park (Northeastern) ..... (MNR) 503
wine
regulatory body having jurisdiction over the Wine Content Act ..... (CBS) 272
See also alcohol
See also liquor
Winter Roads ..... (NDM) 535
wire ropes
used in mine-hoisting installations, testing laboratory ..... (LAB) 445
witnesses
support, courtroom orientation, liaison with police ..... (MAG) 184
women
Ontario Women's Directorate ..... (CIT) 193
prevention of violence against women ..... (CIT) 193
promoting participation in skilled trades and occupations ..... (CIT) 193
supporting entrepreneurship ..... (CIT) 193
Women's Health Council ..... (MOH) 427
wood
measurement examinations, scaler's licences ..... (MNR) 515
See also timber
Woodland Caribou Provincial Park (Northwestern) ..... (MNR) 503
workers
appeals from Workplace Safety and Insurance Board decisions ..... (LAB) 457
construction industry, occupational health and safety standards ..... (LAB) 444
industrial, occupational health and safety ..... (LAB) 444
minimum terms and conditions of employment called employment standards ..... (LAB) 443
minimum wage, overtime pay, paid public holidays, vacation pay ..... (LAB) 443
mining industry, occupational health and safety ..... (LAB) 445
See also workplace safety and insurance
workers' compensation
See workplace safety and insurance
workplace
construction industry, occupational health and safety ..... (LAB) 444
employment and training program information to the public ..... (TCU) 591
employment preparation, literacy and basic skills programs ..... (TCU) 591
Equal Opportunity Plan, information ..... (CIT) 191
health and safety standards, Professional and Specialized Services ..... (LAB) 445
industrial, occupational health and safety ..... (LAB) 444
mining industry, occupational health and safety ..... (LAB) 445
occupational health and safety and workplace insurance ..... (LAB) 452
pay equity ..... (LAB) 456
safety insurance matters, Office of the Employer Adviser ..... (LAB) 453
Workplace Accessibility Tax Credit ..... (FIN) 363
Workplace Child Care Tax Credit ..... (FIN) 363
workplace safety and insurance
final level of appeals from Workplace Safety and Insurance Board decisions ... (LAB) 457
insurance for injuries and illnesses incurred by workplaces ..... (LAB) 457

Office of the Employer Adviser, employers representation . . . . . (LAB) 453
Office of the Worker Adviser, represents injured workers with claims . . . . . (LAB) 454
workplace disability insurer . . . . . (LAB) 457
wrestlers
licences, wrestlers and officials . . . . . (CBS) 240
writs
of execution, enforcement . . . . . (MAG) 171

X

x-ray
advisory committee, safe use of radiation . . . . . (MOH) 436
approves training courses, operation of x-ray machines . . . . . (MOH) 436
facilities inspection . . . . . (MOH) 412
program services, occupational health and safety . . . . . (LAB) 444
See also radiation

Y

young offender
advocacy, protects rights of children, youth . . . . . (CSS) 212
assessments, placements and transfers . . . . . (MCS) 280
community supervision to adults and young offenders . . . . . (MCS) 291
court disposition of offences . . . . . (MAG) 170
services for adult and young offenders in the community . . . . . (MCS) 283
youth
Advocacy Office, protects the rights and interests of children . . . . . (CSS) 212
fostering involvement in sport and recreation . . . . . (TCR) 572
on-the-job apprenticeship training programs . . . . . (TCU) 595
youth centres, correctional institutions . . . . . (MCS) 286
Youth Corrections Program . . . . . (CSS) 213

ORGANIZATION DESCRIPTIONS

Pages 99-626

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www.lt.gov.on.ca
8:30 - 5:00

The Office of the Lieutenant Governor supports the Lieutenant Governor in her constitutional role and in her participation in ceremonial and social events throughout the province. The Office arranges for the signing of Official Documents from Cabinet and ministries and supports the Lieutenant Governor in the ceremonial opening, prorogation or dissolution of the Legislative Assembly as well as in providing Royal Assent. The Lieutenant Governor's Office organizes Her Honour's calendar of official engagements both in communities throughout Ontario as well as events hosted at Queen's Park, as a result of invitations or the Lieutenant Governor's own initiatives. The Office also prepares congratulatory letters from the Lieutenant Governor, on request, for Ontario residents and associations to mark important occasions, including: wedding anniversaries (50th and up); birthdays (90th and up) and messages for events and conferences.

THE ONTARIO GOVERNMENT

Queen Elizabeth II is the head of State, represented in Ontario by the Lieutenant Governor.

Ontario's parliamentary system has three branches:

The Executive Branch is comprised of elected representatives. The Premier and Ministers of the Crown collectively form the Cabinet of Ontario. Ministers are responsible for policies and program delivery in 22 ministries. The government is generally formed by the political party winning a majority of seats (representatives) in an election, with the party leader becoming the Premier of Ontario.

The Legislative Branch is comprised of all elected representatives and is presided over by a Speaker. It makes, amends and repeals laws, authorizes taxes, reviews expenditure estimates, receives reports, and debates bills, motions and resolutions.

The Judicial Branch is comprised of appointed individuals who administer justice by adjudicating criminal and civil disputes in Ontario's courts.

Ontario's government is supported by the Ontario Public Service, headed by the Secretary of the Cabinet.

CABINET OFFICE

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The role of Cabinet Office is to manage the decision-making structures of the Ontario Government, ensuring that they effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination.

In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda, and coordinates corporate communications and issues management processes.

ACTS

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996

LEGISLATIVE OFFICES

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Toronto M7A 1A2 ♿

LEGISLATIVE ASSEMBLY OF ONTARIO

The **Legislative** Assembly, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

Constituency office addresses and phone numbers follow at the end of the below listing. Where the designation "Honourable" (the abbreviation is Hon.) is part of an MPP's name, this indicates the MPP is also a cabinet minister. The names of the Speaker and cabinet ministers are shown in upper case.

QUEEN'S PARK - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

ALGOMA - MANITOULIN
Brown, Mike LIB

ANCASTER - DUNDAS - FLAMBOROUGH - ALDERSHOT
McMeekin, Ted LIB

BARRIE - SIMCOE - BRADFORD
Tascona, Joe PC

BEACHES - EAST YORK
Lankin, Frances NDP

BRAMALEA - GORE - MALTON - SPRINGDALE
Gill, Raminder PC

BRAMPTON CENTRE
Spina, Joe PC

BRAMPTON WEST - MISSISSAUGA
CLEMENT, HON. TONY PC

BRANT
Levac, Dave LIB

BRUCE - GREY - OWEN SOUND
Murdoch, Bill PC

BURLINGTON
JACKSON, HON. CAM PC

CAMBRIDGE
Martiniuk, Gerry PC

CHATHAM - KENT - ESSEX
Hoy, Pat LIB

DAVENPORT
Ruprecht, Tony LIB

DON VALLEY EAST
Caplan, David LIB

DON VALLEY WEST
TURNBULL, HON. DAVID PC

DUFFERIN - PEEL - WELLINGTON - GREY
Tilson, David PC

DURHAM
O'Toole, John R PC

EGLINTON - LAWRENCE
Colle, Mike LIB

ELGIN - MIDDLESEX - LONDON
Peters, Steve LIB

ERIE - LINCOLN
HUDAK, HON. TIM PC

ESSEX
Crozier, Bruce LIB

ETOBICOKE - LAKESHORE
Kells, Morley PC

ETOBICOKE CENTRE
STOCKWELL, HON. CHRIS PC

ETOBICOKE NORTH
Hastings, John PC

GLENGARRY - PRESCOTT - RUSSELL
Lalonde, Jean-Marc LIB

GUELPH - WELLINGTON
ELLIOTT, HON. BRENDA PC

HALDIMAND - NORFOLK - BRANT
Barrett, Toby PC

HALIBURTON - VICTORIA - BROCK
HODGSON, HON. CHRIS PC

HALTON
Chudleigh, Ted PC

HAMILTON EAST
Agostino, Dominic LIB

HAMILTON MOUNTAIN
Bountrogianni, Dr. Marie LIB

HAMILTON WEST
Christopherson, David NDP

HASTINGS - FRONTENAC - LENNOX AND ADDINGTON
Dombrowsky, Leona LIB

HURON - BRUCE
JOHNS, HON. HELEN PC

KENORA - RAINY RIVER
Hampton, Howard NDP

KINGSTON AND THE ISLANDS
Gerretsen, John LIB

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WITMER, HON. ELIZABETH PC

KITCHENER CENTRE
Wettlaufer, Wayne K PC

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Beaubien, Marcel PC

LANARK - CARLETON
STERLING, HON. NORMAN W PC

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Johnson, Bert PC

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Etobicoke M8W 1N4
General Inquiry (416)259-2249
Fax (416)259-3704

Kennedy, Gerard LIB
(PARKDALE - HIGH PARK)
2861 Dundas St W
Toronto M6P 1Y9
General Inquiry (416)763-5630
Fax (416)763-5640

Kormos, Peter NDP
(NIAGARA CENTRE)
Canal View, Unit 103, 60 King St
Welland L3B 6A4
General Inquiry (905)732-6884
Fax (905)732-9782

Kwinter, Monte LIB
(YORK CENTRE)
539 Wilson Heights Blvd
Downsview M3H 2V7
General Inquiry (416)630-0080
Fax (416)630-8828

Lalonde, Jean-Marc LIB
(GLENGARRY - PRESCOTT - RUSSELL)
1608 Laurier St
PO Box 339
Rockland K4K 1K4
General Inquiry (613)446-4010
Toll Free 1-800-355-9666 (Within Riding)
Fax (613)446-6605

Lalonde, Jean-Marc LIB
(GLENGARRY - PRESCOTT - RUSSELL
ALTERNATE ADDRESS)
Suite 116, 151 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)632-2706
Toll Free 1-800-294-8250 (Within Riding)
Fax (613)632-1554

Lalonde, Jean-Marc LIB
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ALTERNATE ADDRESS)
2nd Flr, 90 Main St S
PO Box 963
Alexandria K0C 1A0
General Inquiry (613)525-4605

Lankin, Frances NDP
(BEACHES - EAST YORK)
2173 Danforth Ave
Toronto M4C 1K4
General Inquiry (416)690-1032
Fax (416)690-8420

Levac, Dave LIB
(BRANT)
Brantford N3T 2N1
90 Nelson St
General Inquiry (519)759-0361
Fax (519)759-6439

Marchese, Rosario NDP
(TRINITY - SPADINA)
854 Dundas St W
Toronto M6J 1V5
General Inquiry (416)603-9664
Fax (416)603-1241

Marland, Margaret PC
(MISSISSAUGA SOUTH)
1523 Hurontario St
Mississauga L5G 3H7
General Inquiry (905)278-1557
Fax (905)278-1525

Martel, Shelley NDP
(NICKEL BELT)
Hanmer Valley Shopping Plaza, Hwy 69 N
Hanmer P3P 1P7
General Inquiry (705)969-3621
Toll Free 1-877-280-9990 (Within Riding)
Fax (705)969-3538

Martin, Tony NDP
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180 Bay St
Sault Ste Marie P6A 6S2
General Inquiry (705)949-6959
Fax (705)949-5561

Martiniuk, Gerry PC
(CAMBRIDGE)
Unit 2, 410 Hespeler Rd
Cambridge N1R 6J6
General Inquiry (519)623-5852
Fax (519)623-3250

Maves, Bart PC
(NIAGARA FALLS)
Unit 5, 6100 Thorold Stone Rd
Niagara Falls L2J 1A3
General Inquiry (905)357-0681
Fax (905)357-9456

Mazzilli, Frank PC
(LONDON - FANSHAWE)
Unit 4, 841 Wellington Rd S
London N6E 3R5
General Inquiry (519)668-1104
Fax (519)668-1941

McGuinty, Dalton LIB
(OTTAWA SOUTH)
1795 Kilborn Ave
Ottawa K1H 6N1
General Inquiry (613)736-9573
Fax (613)736-7374

McLeod, Lyn LIB
(THUNDER BAY - ATIKOKAN)
240 South Syndicate Ave
Thunder Bay P7E 1C8
General Inquiry (807)623-9237
Fax (807)623-4983

McLeod, Lyn LIB
(THUNDER BAY - ATIKOKAN
ALTERNATE ADDRESS)
205 Main St
Atikokan P0T 1C0
General Inquiry (807)597-2629
Fax (807)597-2402

McMeekin, Ted LIB
(ANCASTER - DUNDAS -
FLAMBOROUGH - ALDERSHOT)
299 Dundas St E
Waterdown L0R 2H1
General Inquiry (905)690-6552
Toll Free 1-888-566-6614
Fax (905)690-6562

Miller, Norm PC
(PARRY SOUND - MUSKOKA)
Suite 201, 505 Highway 118 W
Bracebridge P1L 2G7
General Inquiry (705)645-8538
Toll Free 1-888-267-4826
Fax (705)645-8148

Miller, Norm PC
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ALTERNATE ADDRESS)
17 James St
Parry Sound P2A 1T4
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Toll Free 1-888-701-1176
Fax (705)746-1578

Molinari, Tina R PC
(THORNHILL)
7592 Yonge St
Thornhill L4J 1V9
General Inquiry (905)731-8462
Fax (905)731-2984

Munro, Julia PC
(YORK NORTH)
Suite 103, 17705 Leslie St
Newmarket L3Y 3E3
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Fax (905)898-8517

Murdoch, Bill PC
(BRUCE - GREY- OWEN SOUND)
1047 Second Ave E
Owen Sound N4K 2H8
General Inquiry (519)371-2421
Fax (519)371-0953

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Suite 204, 1450 Midland Ave
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General Inquiry (416)615-2183
Fax (416)615-2011

NEWMAN, HON. DAN PC
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3005 Kingston Rd
Scarborough M1M 1P1
General Inquiry (416)261-9525
Fax (416)261-0381

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75 King St E
Bowmanville L1C 1N4
General Inquiry (905)697-1501
Fax (905)697-1506

Ouellette, Jerry J PC
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170 Athol St E
Oshawa L1H 1K1
General Inquiry (905)723-2411
Fax (905)723-1054

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183 Front St
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General Inquiry (613)962-1144
TTY Toll Free 1-866-796-1888
Fax (613)969-6381

Patten, Richard LIB
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1292 Wellington St
Ottawa K1Y 3A9
General Inquiry (613)722-6414
Fax (613)722-6703

Peters, Steve LIB
(ELGIN - MIDDLESEX - LONDON)
542 Talbot St
St Thomas N5P 1C4
General Inquiry (519)631-0666
Toll Free 1-800-265-7638 (Within Riding)
Fax (519)631-9478

Phillips, Gerry LIB
(SCARBOROUGH - AGINCOURT)
Suite 204, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)297-6568
Fax (416)297-4962

Pupatello, Sandra LIB
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Windsor N8X 1K1
General Inquiry (519)977-7191
Fax (519)977-7029

RUNCIMAN, HON. ROBERT W PC
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243 Perth St
Brockville K6V 5E7
General Inquiry (613)342-9522
Toll Free 1-800-267-4408 (Within Riding)
Fax (613)342-2501

RUNCIMAN, HON. ROBERT W PC
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515 Prescott St
Kemptville K0G 1J0
General Inquiry (613)258-7789
Fax (613)258-1860

Ramsay, David J LIB
(TIMISKAMING - COCHRANE)
29 Duncan Ave
Kirkland Lake P2N 1X5
General Inquiry (705)567-4650
Toll Free 1-800-461-2186 (Within Riding)
Fax (705)567-4208

Ramsay, David J LIB
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229 Main St S
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General Inquiry (705)753-9965

Ramsay, David J LIB
(TIMISKAMING - COCHRANE ALTERNATE ADDRESS)
524 Ferguson St
PO Box 429
Haileybury P0J 1K0
General Inquiry (705)672-2488
Toll Free 1-888-701-1105
Fax (705)672-3241

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Fax (416)325-9961

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Fax (905)897-8482

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6541D Mississauga Rd N
Mississauga L5N 1A6
General Inquiry (905)826-7200
Fax (905)826-4553

STERLING, HON. NORMAN W PC
(LANARK - CARLETON)
Heritage Walk, Unit 5, 130 Lansdowne Ave
Carleton Place K7C 2T7
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Fax (613)253-1175

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Fax (416)695-1222

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Unit 38, 2300 Finch Ave W
North York M9M 2Y3
General Inquiry (416)743-7272
Fax (416)743-3292

Smitherman, George LIB
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410 Sherbourne St
Toronto M4X 1K2
General Inquiry (416)972-7683
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Fax (905)305-1938

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Fax (416)445-7031

Tascona, Joe PC
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36 Mulcaster St
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General Inquiry (705)737-4242
Toll Free 1-800-461-5473 (Within Riding)
Fax (705)737-1085

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Toll Free 1-800-265-1603 (Within Riding)
Fax (519)941-3246

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375 University Ave E
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Wettlaufer, Wayne K PC
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Kitchener N2H 5B5
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Fax (519)579-2121

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Unit 28, 180 Parsons Rd
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General Inquiry (705)435-4087
Fax (705)435-1051

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Collingwood L9Y 1V2
General Inquiry (705)446-1090
Toll Free 1-800-268-7542
Fax (705)446-3397

Wood, Bob PC
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London N6J 1Y3
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Fax (519)657-0368

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Newtonbrook Plaza, Unit 3, 5801 Yonge St
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Fax (416)733-7709

Sorbara, Greg LIB
(VAUGHAN - KING - AURORA)
3rd Flr Main Legislative Bldg
Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7200

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 180, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7435
Fax (416)325-6310
www.ontla.on.ca

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Assemblée parlementaire de la Francophonie. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

LEGISLATIVE INFORMATION SYSTEMS

Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799
www.ontla.on.ca

Legislative Information Systems (LIS), in partnership with our clients, develops strategies for investment in information systems and provides high quality information service and support required by Members and the Office of the Assembly to achieve their business goals. The service is centered at Queen's Park and extends across the province to all constituency offices.

ADMINISTRATIVE SERVICES DIVISION

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2503, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995

The Executive Director is a senior officer of the Office of the Assembly, with responsibility for the overall administration, planning and direction of the Administrative Services Division which includes three branches; Financial Services; Human Resources and Purchasing Operations. The Executive Director oversees the provision of all Members' salaries and expenses and all appropriations to the three party caucuses; administers the preparation, review and implementation of the estimates of the Office of the Assembly; makes policy decisions in the Financial Services, Purchasing Operations and Human Resources areas.

FINANCIAL SERVICES

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521

Financial Services Branch provides the Members of the Legislative Assembly and senior management of the Office of the Assembly with financial services including payment processing, accounts receivable invoicing and collections, financial analysis and monthly financial reporting. This office also coordinates the annual estimates process and is responsible for developing, communicating and providing advice on financial policies and practices for the Office of the Assembly.

HUMAN RESOURCES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573
Fax (416)325-1537 (Pay and Benefits)

Human Resources offers services to the office of the Assembly staff and Commissions reporting to the Legislature, in the areas of: staffing; training and development; payroll; staff relations and counselling; policy development and establishment of classification; compensation and benefits for offices of the Assembly. Benefits and payroll administration is also provided for MPPs and their staff, as well as all caucuses.

PURCHASING OPERATIONS

Whitney Block
Suite 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-7222

Purchasing Operations provides centralized purchasing, contract administration, mail handling, receiving, and asset management activities for the Legislative Assembly. This office also manages the Members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget. All telecommunications requirements for both Legislative Precinct offices and constituency offices across Ontario are coordinated through this office.

FOOD SERVICES (SODEXHO MARRIOTT)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering and Steward Services)
(416)325-7398 (Reservations)

Food Services operates a dining room and cafeteria in the lower level of the **Legislative** Building as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

MAIL ROOM

Legislative Bldg
Rm B37, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7548
Fax (416)325-7559

Located in the lower level Room B37, Legislative Building, the Mail Room coordinates all incoming and outgoing mail both internal and external for Member's and Legislative Assembly departments.

RECEIVING

Legislative Bldg
Rm B65, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-9909
Fax (416)325-9908

Receiving unit is located in Room B65, East Wing of the Legislative Building. Shipping and Receiving is the central receiving and Fax area (416) 325-9908 for all Assembly goods.

TELECOMMUNICATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7243

All telecommunications requirements for Members' Queen's Park and Constituency Offices across the province, and Assembly departments are coordinated through the Telecommunications section within Purchasing Operations.

LEGISLATIVE LIBRARY

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and their staff)
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Legislative **Library** Division provides **research** and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, Caucus staff for all parties, and members of the Legislative Press Gallery. A research service is offered exclusively for MPPs. The library's collection includes political science, public administration, social science and legal materials; Canadian, provincial and US government publications; and major daily Ontario newspapers. Information Resources Branch compiles, edits the Ontario Government Publications Monthly Checklist and administers the International Standard Book Number program for Ontario Government publications, works with the National Library assigning International Standard Serial Numbers and provides Cataloguing-in-Publication data for Ontario Government publications.

EXECUTIVE DIRECTOR'S OFFICE

Legislative Bldg North Wing
4th Flr Rm 409, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3905
Fax (416)325-3909

The Office of the Executive Director, Legislative Library Division, is responsible for the overall direction and administration of the division. The division consists of the Office of the Executive Director, Information Resources Branch, Research and Information Services Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, Caucus staff for all parties, and officers of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A9
(416)325-3901 (Circulation & News Inquiries)
(416)314-8507 (ISBN & CIP Inquiries)
TTY (416)325-3919
Fax (416)325-3925 (Circulation & News Inquiries)
Fax (416)314-8541 (ISBN & CIP Inquiries)

Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in Toronto. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and longer-term needs of members. The branch also compiles and edits the Ontario Government Publications Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers, and provides Cataloguing-in-Publication (CIP) for Ontario Government Publications.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-5848
9:00 - 5:00

The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916

The **Broadcast** and Recording Service is responsible for the **accreditation** of visiting media. This office operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497

The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505

An important feature of the **Legislative** Assembly is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues. The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Interpretation)
www.ontla.on.ca

Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers **French** and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
Fax (416)325-7489
8:30 - 5:00

Interparliamentary and Public Relations Branch provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative** Assembly and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs (bilingual); public inquiry service and tourist information; Exhibit programs for the Legislative Building; Legislative **gift shop** featuring Ontario products (Visa and Mastercard accepted); Health services; Interparliamentary Relations (coordination of parliamentary associations/visiting delegations); Messenger Service for the Legislative Precinct; Legislative **Page** Program for Grade 7 and 8 **students**; Student Usher Program for university students.

JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1407, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper and the Votes and Proceedings. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public inspection. The branch will also answer questions on the status of legislation (**bills**) from current

and previous Sessions of the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

SERGEANT-AT-ARMS AND PRECINCT PROPERTIES DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154

The Sergeant-at-Arms and Precinct Properties Division is responsible for security and building management in the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154
8:30 - 4:30

The Sergeant-at-Arms is responsible for security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
(416)325-1114 (Information & General Inquiry)
(416)325-9950 (Information & General Inquiry)
(416)325-1111 (Emergency Calls)
Fax (416)325-9912
24 Hours

The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The Legislative Precinct represents the Main Legislative Building and its grounds, and the first three floors of the Whitney Block.

PRECINCT PROPERTIES

Whitney Block
Rm 2540, 99 Wellesley St W
Toronto M7A 1A2
(416)325-3585 (Client Services Hotline)
Fax (416)325-3593

The Precinct Properties Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design and repair services. It is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety and accessibility standards.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, Queen's Park
Toronto M7A 1A8
General Inquiry (416)325-7272
Fax (416)325-3810

The Progressive Conservative Party (PC) currently forms the Government of Ontario. Each **PC** Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

LIBERAL CAUCUS SERVICE BUREAU

Legislative Bldg East Wing
4th Flr, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7200
www.ontarioliberal.com

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **LIB** takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS SERVICES

Legislative Bldg North Wing
2nd Flr, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
www.ontariondp.on.ca
8:30 - 5:00

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

ELECTIONS ONTARIO - ELECTION FINANCES OFFICE

Suite 1110, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)325-9401
Fax (416)325-9466
www.newswire.ca/coef
8:30 - 4:30

Elections Ontario - Election Finances Office administers the Election Finances Act. It registers, assists and receives filings from Ontario's **political** parties, constituency associations, candidates and **leadership** contestants. All filings are made public. During a provincial election it supervises campaign expense limits and contribution limits to registered parties, associations and candidates.

There is a time period for campaign **advertising**. The Election Finances Office pays a subsidy for **audit** fees for political parties, constituency associations, candidates and leadership contestants. Parties and candidates who qualify receive a partial reimbursement for their campaign expenses. There are annual and campaign period contribution limits for parties, associations and candidates. Tax credit receipts are issued for eligible contributions. There are no contribution limits and no tax credits for leadership contestants.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370
www.eco.on.ca
8:30 - 5:00

The **Environment**al Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1700, 80 Bloor St W
Toronto M5S 2V1
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
www.ipc.on.ca
8:30 - 5:00

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the **Municipal** Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two prime responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaint**s from individuals who feel the government has wrongfully collected, used or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)326-6300
TTY Toll Free 1-888-292-2312
Toll Free 1-888-668-8683
Fax (416)326-6200
www.electionsontario.on.ca
8:30 - 4:45

The Office of the Chief Election Officer (**Elections** Ontario) operates under the direction of the Chief Election Officer and conducts any provincial election of Members to the **Legislative** Assembly under the Ontario Election Act. The office directs the returning officers in each of the 103 electoral districts in the province. As well, the office coordinates the **appointment**, training and payments of all election officials and the rentals, equipment and supplies for all polling places at an election. The office serves government ministries, agencies and the public on a continuing basis by providing detailed current and historical information relating to provincial elections.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 1701, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)314-8983
Fax (416)314-8987
integrity.oico.on.ca
8:30 - 5:00

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative** Assembly and Executive Council comply with the Members' Integrity Act, 1994, including responsibility for filing Members' Public Disclosure Statements, which are available to the public through the Clerk of the Legislative Assembly. The Commissioner has the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened, and a copy of the Report is filed with the Speaker. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto.

LOBBYISTS REGISTRATION OFFICE

Suite 1701, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)327-4053
Fax (416)327-4017
lobbyist.oico.on.ca
8:30 - 5:00

Under the Lobbyists **Registration** Act, 1998, the Integrity Commissioner is appointed the Registrar responsible for administering the lobbyist registration process, including ensuring paid lobbyists report their lobbying of public office holders by filing a return; providing advice and information about the registration system to lobbyists, public office holders, the public and media; and ensuring public accessibility to the information contained in the lobbyists registry. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
PO Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862
www.gov.on.ca/opa

The Office of the Provincial **Audit**or conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.

OMBUDSMAN ONTARIO

125 Queens Park
Toronto M5S 2C7
(416)586-3300 (General Inquiry/Access Centre)
TTY (416)586-3510
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
www.ombudsman.on.ca
8:30 - 5:00

The **Ombudsman** investigates and resolves public **complaint**s about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are directed through the Toronto office Access Centre.

REGIONAL OFFICES

LONDON
920 Commissioners Rd E
London N5Z 3J1
TTY (519)668-7182
Toll Free 1-800-263-1830
Fax (519)668-7187

OTTAWA
Suite 110, 261 Montreal Rd
Vanier K1L 8C7
TTY (613)749-4957
Toll Free 1-800-263-1830
Fax (613)239-1489

SAULT STE MARIE
Unit 2, 111 Great Northern Rd
Sault Ste Marie P6B 4Y9
TTY (705)945-6884
Toll Free 1-800-263-1830
Fax (705)945-6916
9:00 - 5:00

SUDBURY
Suite 108, 66 Elm St
Sudbury P3C 1R8
TTY (705)670-0328
Toll Free 1-800-263-1830
Fax (705)564-3084

THUNDER BAY
Intercity Shopping Ctr
Suite 206 Office Galleria
1000 Fort William Rd
Thunder Bay P7B 6B9
TTY (807)626-8151
Toll Free 1-800-263-1830
Fax (807)624-1467

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Members' Integrity Act
Ombudsman Act

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
www.gov.on.ca/omafra
8:30 - 5:00

The vision of the Ministry of Agriculture, Food and Rural Affairs (OMAFRA) is "Ontario - an innovative world leader in responsible, sustainable and environmentally sound agriculture, food and rural development." The ministry works in partnership with an industry that contributes more than $25 billion annually to the provincial economy and employs more than 640,000 people. The ministry plays a key role in bringing a strong agricultural and rural perspective to provincial policies. OMAFRA also works with other ministries to resolve local economic issues and assists rural communities in retaining and attracting business. Staff at the ministry's Guelph headquarters and across the province provide a wide range of agri-food and rural economic development programs and services to clients.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

CREATIVE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

Creative Services unit provides clients access via the Government Information Centre. This Unit also manages Exhibit Services, Broadcast Services and the ministry's electronic Client Communications and Information Services delivered through the internet and intranet.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
8:30 - 5:00

Broadcast Services produces a weekly TV program (Town & Country Ontario) about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

EXHIBIT SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3358
8:30 - 5:00

Exhibit Services designs, coordinates and produces exhibits for conferences, trade shows and special events.

GOVERNMENT INFORMATION CENTRE

1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
(519)826-3700 (Publications Ordering)
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
Fax (519)826-3633
8:30 - 5:00

The Government Information Centre provides a variety of services, answering commonly asked questions, providing referral to other organizations or government staff for specialized help, and ordering of publications, products and services. (You may access information and order publications by phone, fax, and e-mail to products @omafra.gov.on.ca or visit our Products and Services Section on the Web site.)

Services offered to the Public:
Products and Services

STRATEGIC COMMUNICATIONS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
8:30 - 5:00

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Strategic Communications. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; advertising coordination and placement; French Language Services; translation services; and copy writing.

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4251
General Inquiry (519)826-4250
Fax (519)826-3385
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders in council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4553
Toll Free 1-877-424-1300 (Agricultural Information Contact Centre)
Toll Free 1-800-461-6132 (Northern Ontario)
Fax (519)826-3259
8:30 - 5:00

The Agriculture and Rural Division is responsible for programs and services to support agricultural research, information technology transfer and rural economic development. Staff work with farmers, growers, producers, rural businesses and municipalities, and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound business decisions.

CLIENT SERVICES

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4070
Toll Free 1-888-466-2372
Fax (519)826-3259
8:30 - 5:00

As an integral component of the Agriculture and Rural Division, staff in Client Services Branch coordinate the delivery of leading edge technical information and services to a wide variety of clients and stakeholders across the province. Using an integrated approach, information and services are provided through: Agricultural Information Contact Centre; OMAFRA Web site; Resource Centres strategically located across southern Ontario and the Northern Regional Office in Verner; Regional Information Coordinators and Agriculture and Rural Representatives working through partnerships with local stakeholders, agri-business and rural municipalities and businesses; and, Government Information Centres located in communities across the province.

CENTRAL REGION

Wellington Pl
Fergus Resource Ctr, RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators provide on-going communication with local agricultural and rural organizations, municipalities and community leaders, identifying needs of our clients to division and program management, and ensuring that ministry information products, services and resources are available to the community. In Central Region, resource centres are located in Fergus, Simcoe and Vineland Station.

FERGUS
Wellington Pl
RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

SIMCOE
Hwy 3 and Blueline Rd
PO Box 587
Simcoe N3Y 4N5
General Inquiry (519)426-7120
Fax (519)428-1142
8:30 - 5:00

VINELAND STATION
Advisory Services Bldg
4890 Victoria Ave N
PO Box 8000
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-5933
8:30 - 5:00

EAST REGION

ORC Bldg
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392
8:30 - 5:00

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators provide on-going communication with local agricultural and rural organizations, municipalities and community leaders, identifying needs of our clients to division and program management, and ensuring that ministry information products, services and resources are available to the community. In the Eastern Region, resource centres are located in Alfred, Brighton, Kemptville and Lindsay.

ALFRED
Regional OMAFRA Office
31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Fax (613)679-0929
8:30 - 4:30

BRIGHTON
95 Dundas St
RR 3
Brighton K0K 1H0
General Inquiry (613)475-1630
Fax (613)475-3835
8:30 - 5:00

KEMPTVILLE
ORC Government Bldg
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392 (Kemptville)
Fax (613)432-5260 (Renfrew)
8:30 - 5:00

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6125
Fax (705)324-1638
8:30 - 4:30

NORTH REGION

Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry 1-800-461-6132
Fax (705)594-9675
8:30 - 5:00

Agricultural activity occurs in each of the districts in Northern Ontario, consisting of Nipissing, Parry Sound, Muskoka, Manitoulin, Sudbury, Temiskaming, Cochrane, Algoma, Thunder Bay, Rainy River and Kenora. This activity is quite diverse and although dairy and beef predominate, the agricultural community consists also of poultry, market gardening, venison, maple syrup, sod, potato, greenhouse, goat, sheep, horse, cash crop, strawberry, quail, swine, honey, rabbit, cranberry, elk, bison and fish farming.

GORE BAY
Corner Meredith & Eleanor St
PO Box 328
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Fax (705)282-2792
8:30 - 4:30

NEW LISKEARD
280 Armstrong St
PO Box 4070
New Liskeard P0J 1P0
General Inquiry (705)647-6701
Fax (705)647-7993
8:30 - 4:30

VERNER
Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Fax (705)594-9675
8:30 - 5:00

SOUTHWEST REGION

London Resource Centre
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators provide on-going communication with local agricultural and rural organizations, municipalities and community leaders, identifying needs of our clients to division and program management, and ensuring that ministry information products, services and resources are available to the community. In the Southwest Region, resource centres are located in Ridgetown, Clinton, London, Woodstock and Stratford.

CLINTON
100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031
8:30 - 4:30

LONDON
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

RIDGETOWN
Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Fax (519)674-1564
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Fax (519)273-5278
8:30 - 5:00

WOODSTOCK
Hwy 59 N
PO Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-6621
Fax (519)539-5351
8:30 - 5:00

AGRICULTURAL INFORMATION CONTACT CENTRE

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4047
Toll Free 1-877-424-1300
Fax (519)826-7610
8:30 - 5:00

The Agricultural Information Contact Centre's information resource agents respond to farm, agri-business and rural business inquiries by providing access to a variety of sources of technical and business information.

Services offered to the Public:
Agricultural Information Contact Centre

CROP TECHNOLOGY

3rd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
8:30 - 5:00

Crop **Technology** manages plant science extension education issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop agricultural producers. The team focuses on field and **horticulture crops**, agro**forest**ry, use of **pesticides** and a variety of production practices including integrated pest management. Technology development stresses profitable, market-responsive crop production that promotes responsible production practices. Services provided include provincial and regional extension short courses, field days, brochures, factsheets and technical production packages. Sector production problem solving is an added feature. The team provides technical support for pesticide minor use **registration**, pollination and new crop development.

Services offered to the Public:
Apiary Program
Apiculture Inspection Program/Bee Inspection
Farm Soil Sample Analysis
Fertilizer Requirement Tables
Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry and Specialty Crops
OMAFRA Agriphone Numbers
Weed Control Act Program

ECONOMIC DEVELOPMENT

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4080
Fax (519)826-3259
Fax (519)826-4342
8:30 - 5:00

Economic Development provides support for **business** initiatives in both the **agriculture** and rural business sectors, including general extension programs, marketing, business planning, economic analysis, succession planning and project management for businesses. In addition, this area works with rural communities to increase their capacity to undertake community-based economic development. Key clients include farmers and growers, lenders, accountants, lawyers, rural entrepreneurs, municipalities and economic development officers. Rural Development Secretariat administers funding programs for economic development including Rural Job Strategy Fund, Rural Youth Job Strategy, Healthy Futures for Ontario Agriculture, and Ontario Small Town and Rural Development initiatives (OSTAR).

Services offered to the Public:
Net Income Stabilization Account
Northern Ontario Heritage Fund Corporation
Ontario Farm Management Analysis Project
Rural Economic Development

RURAL DEVELOPMENT SECRETARIAT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3228
Toll Free 1-888-588-4111
Fax (519)826-4336
www.gov.on.ca/omafra
8:30 - 5:00

The Rural Development Secretariat administers **economic development** programs which include the Rural Job Strategy Fund, the Rural Youth **Jobs** Strategy - Healthy Futures for Ontario Agriculture and to Ontario Small Town and Rural Initiative (OSTAR). The Rural Job Strategy Fund is a fund designed to stimulate competitiveness, economic growth and job creation in rural Ontario by investing in projects that deal with quality enhancement, marketing and information technology. The Rural Youth Jobs Strategy is designed to enhance the employable skills of rural youth, and encourage a climate for job creation and opportunities for **business** in rural Ontario. The Strategy will invest in projects carried out by rural partnerships and alliances aimed at increasing jobs or training for rural youth between the ages of 15 and 29. Healthy Futures for Ontario Agriculture is designed to promote and enhance responsible production processing and distribution systems in the agri-food industry.

Services offered to the Public:
Healthy Futures for Ontario Agriculture
Ontario Small Town and Rural Initiative (OSTAR)
Rural Job Strategy Fund
Rural Youth Jobs Strategy

LIVESTOCK TECHNOLOGY

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3567
Fax (519)826-3254
8:30 - 5:00

Livestock Technology is responsible for dealing with program issues relating to livestock management. The technology-focused managers coordinate the delivery of livestock; aquaculture and alternate livestock species, such as deer, emus and wild boars; and **poultry** extension programs across Ontario. The group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers transfer leading edge information to livestock producers to support competitive livestock production in Ontario.

Services offered to the Public:
Animals for Research Act Licensing
Livestock Medicines Act Program
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species
Ontario Feeder Cattle Loan Guarantee Program
Ontario Livestock Medicines Education Program
Ontario Record of Performance Program for Sheep
Ontario Swine Herd Information Plan
Pounds Act
Veterinary Assistance Program for Northern Ontario Designated Areas
Veterinary Science

RESOURCES MANAGEMENT

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4120
Fax (519)826-3259
8:30 - 5:00

The goal of Resources Management is to support the long-term viability of rural municipalities and the competitiveness of the agricultural industry by promoting the wise use of rural Ontario's land and **water** resources. Key program areas include **engineering** and technology, **environmental** management, and municipal and planning liaison. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including sitings of **buildings** (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including **soils** and water management; utilization of manure, sludge and other nutrients or **wastes**; and agriculture buildings, structures and equipment.

Services offered to the Public:
Agricultural Tile Drainage Installation Act
Drainage Act
Environmental Farm Plan Technical Support
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Complaints Handling
Farming and Food Production Protection Act Program

FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4304
Fax (519)826-4416 (Assistant Deputy Minister's Office)
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Food** Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investment attraction. The Food Industry Division is comprised of the Food Inspection Branch, the Food Industry Competitiveness Branch and the Market Development Branch.

FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Food Industry Competitiveness Branch supports the food industry by providing a wide range of **information service**s and advice to clients. The branch consists of a Client Account Unit and an Investment Development Unit. Services are provided through a system of client account management whereby individual officers have specific sectoral and client assignments. Specialists in finance, infrastructure, training and research support the Client Account Officers for food industry, biotechnology and rural business development.

CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Client Account Unit provides a "one-window" source of information on programs and services available to assist **food** industry clients to improve their competitiveness and sustain investment. It advises food processing companies, grocery retailers and food service **businesses** on **research** and development, capital access, **training**, sourcing suppliers and building partnerships.

INVESTMENT DEVELOPMENT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Investment** Development Unit supports existing and new rural, biotechnology and food processing client investment needs, while focusing on providing expertise in the areas of research, training, regulations, financing, infrastructure and marketing and servicing new investment to Ontario.

Services offered to the Public:
Open to the World - Video
Open to the World Investment Factbook

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Food Inspection** Branch ensures compliance with legislated **standards** for **dairy**, dairy analogs, eggs, **fruit** and **vegetables**, **meat** and **livestock** products, by providing inspection services at processing plants and other points of distribution, and by placing accountability for product **safety** on licensed operators. It is responsible for establishing standards and coordinating policy development to ensure a coordinated approach with other ministries, to provide a strategic and dynamic food inspection environment in Ontario. The branch is coordinating the development of a provincial food safety strategy within the framework of a national initiative to develop a Canadian food inspection system. Implementation of a harmonized federal/provincial inspection system with uniform regulations and trade standards will facilitate private sector trade initiatives. The branch also evaluates financial responsibility of applicants and issues **licence**s under the **Beef** Cattle Financial Protection Program.

BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/other/
8:30 - 5:00

The **Beef** Cattle **Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

Services offered to the Public:
Ontario Beef Cattle Financial Protection Program

DAIRY FOOD SAFETY PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Dairy** Food **Safety** Program establishes a dairy food safety system in the province to ensure safe, high quality **milk** and milk products are produced and sold. This is accomplished by the use of a comprehensive legislative framework, field **inspection**s and audits at production and processing plants, laboratory support and various partnerships.

Services offered to the Public:
Dairy Plant Inspection, Licensing and Certificates
Raw Milk Quality Program

HORTICULTURE

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Horticulture** Unit is responsible for the development and implementation of **food safety** and quality **standards** and systems for foods of plant origin, which will maintain consumer confidence in the food supply and enhance the competitiveness of the Ontario food sector.

Services offered to the Public:
Edible Oil Products

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to 270 licensed abattoirs at all times during slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, collecting and submitting laboratory samples and reporting plant and inspection statistical data.

MEAT INSPECTION POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food
8:30 - 5:00

The Meat Inspection Policy and Audit Services unit administers and assists in monitoring compliance with the following Acts: Meat Inspection Act, **Livestock** Community Sales Act, Livestock and Livestock Products Act, **Beef** Cattle Marketing Act, Farm Products Grades and Sales Act and the Dead Animal Disposal Act. This activity contributes to ensuring the **safety** of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

Services offered to the Public:
Meat Industry Basics (Part 1 and 2) - Video
Meat Technology - Video

SCIENCE AND ADVISORY UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 5:00

The Science and Advisory Unit provides scientific, information management and compliance support to Food Inspection Branch programs, and advisory services on food safety issues and intervention programs to internal and external clients, such as food industry associations.

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruit**s and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.foodland.gov.on.ca
8:30 - 5:00

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused primarily on increasing the sale and consumption of Ontario grown **fruit**s and **vegetables**. The program includes brand services, retail services and grower services.

EXPORT MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/export
8:30 - 5:00

The **Export** Marketing Unit assists Ontario Agri-Food companies to develop export sales in the United States and **internationall**y. This is accomplished through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Trade Promotion Coordinator and Export Marketing Assistant also complement the unit.

Services offered to the Public:
Agri-Food Exporter Newsletter
Canadian Agri-Food Trade Show Brochure
Export Services - Video
Exporting Food to the USA
Global Opportunities Directory
PROFIT Food Export Seminar
PROFIT PLUS Seminar

POLICY AND FARM FINANCE DIVISION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
(416)326-3204 (Toronto)
Fax (519)826-3492
8:00 - 5:00

The Policy and Farm Finance Division has full responsibility for the ministry's policy processes, the administration and delivery of farm assistance programs and the management of the ministry's strategic partnership with Agricorp in the delivery of Crop Insurance and Market Revenue programs. The division provides strategic leadership in the development of the ministry's intergovernmental, trade, legislative and policy agendas; coordinates policy for government and industry clients; and conducts policy and economic analysis and research in support of the ministry's business plan.

FOOD SAFETY SYSTEM DEVELOPMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Fax (519)826-3492
8:30 - 5:00

This branch oversees the review and development of a field-to-fork, science-based systems approach for **food** safety in Ontario. This involves working with sister ministries, Ministry of Health and Long Term Care, Ministry of Natural Resources and public health units, as well as industry and consumers. The branch will implement various components of the system, where possible working towards a seamless, efficient system.

POLICY AND PROGRAMS BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3494
(416)326-3209 (Toronto)
Fax (519)826-3492
8:30 - 5:00

The Policy and Programs Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyzes **agriculture** and food policy developments and provides direct support to the minister and deputy minister on policy initiatives.The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm **commodities** and the sectors delivering commodities to consumers. The branch administers various provincial assistance programs including the Farmlands Property Class Tax, Rural Summer Jobs Service and Livestock Damage Program.

Services offered to the Public:
Commodity Loan Guarantee Program
Farm Plus Plan (Rural Loan Pool)
Livestock Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program
Livestock, Poultry and Honey Bee Protection Act - Bear Damage to Livestock Compensation Program
Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program
Rabies Indemnification Program
Rural Summer Jobs Service Program

ONTARIO FARM INCOME DISASTER PROGRAM (OFIDP)

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-838-5144
Fax (519)826-4334
www.gov.on.ca/omafra
7:30 - 5:00

The Ontario Farm Income **Disaster** Program (OFIDP) is a three-year federal-provincial initiative which is administered by the province for Ontario farmers in conjunction with the Canadian Farm Income Program. It is a whole farm program available to any farmer whose gross margin in the claim year falls below 70% of either their previous 3-year average or olympic 5-year average

(dropping highest and lowest years), for reasons beyond their control such as declining prices, yield losses and increased expenses.

Services offered to the Public:
Ontario Farm Income Disaster Program (OFIDP)

POLICY ANALYSIS UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-466-2372
Fax (519)826-3492
8:30 - 5:00

The Policy Analysis Unit deals with a wide range of issues, such as safety nets, **trade** policy climate change, rural economic development and food policy. In addition, some unit staff are responsible for dealing with policy issues related to a specific sector of the agri-food industry such as grape and wine, red meats, horticulture and grains/oilseeds.

TAX POLICY AND FARM FINANCE

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285
Toll Free French 1-800-333-9723
Fax (519)826-3170
8:30 - 5:00

The Tax Policy and Farm Finance section administers the Farm **Business** Registration Program, the Farmlands Property Class Tax Program, the Summer **Jobs** Service Program, the **Livestock**, **Poultry** and Honey **Bee** Protection Program.

Services offered to the Public:
Farmlands Property Class Tax Program

FARMLANDS PROPERTY CLASS TAX PROGRAMS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285
Toll Free French 1-800-333-9723
8:30 - 5:00

Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farmlands Property Class Tax and taxed at 25% of the municipal residential farm tax rate.

RESEARCH AND CORPORATE SERVICES DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 5:00

The Research and Corporate Services Division provides a number of administrative support services to other ministry branches. The division provides advice, assistance and financial,

technical, and human resource expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies. The division also coordinates policy in the areas of agriculture and food research, education and laboratory services. The division administers the Enhanced Partnership Agreement between OMAFRA and the University of Guelph and provides administrative support to the Agricultural Research Institute of Ontario.

FINANCIAL MANAGEMENT BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00

The Financial Management Branch is responsible for financial planning, controllership and quality assurance functions. The branch provides financial and management support at the corporate level for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; and financial processing support, reconciliation, controllership aid, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:30 - 5:00

The Human Resources Branch is responsible for providing strategic and operational advice to line managers and senior managers in support of sound human resource management practice in the ministry. In addition, the branch serves as the primary liaison with specialists at Management Board Secretariat, Centre For Leadership, Shared Services Bureau and other corporate projects and central agencies. Lastly, branch staff maintain a cooperative relationship with bargaining agent representatives in order to foster a positive staff relations environment.

INFORMATION TECHNOLOGY MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:00 - 5:00

The Information Technology Management Branch provides information technology and telephone services to all core business areas in the Ministry of Agriculture, Food and Rural Affairs. The branch manages the technology architecture and infrastructure that supports business applications. The branch provides management services for the implementation of network, telephone, and desktop applications; approves the purchase and implementation of telecommunications systems; and manages changes to the ministry information, technology, and applications architectures.

INNOVATION AND RISK MANAGEMENT BRANCH

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
Fax (519)826-4222 (Executive Lead)
8:30 - 5:00

The Innovation and Risk Management Branch coordinates policy in the areas of **agriculture** and **food research**, education and laboratory services. The branch administers the Enhanced Partnership Agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of nineteen research field stations. It provides administrative support to the Agricultural Research Institute of Ontario.

EMERGENCY SITUATION RESPONSE TEAM

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours

The **Emergency** Situation Response Team coordinates the ministry's emergency response for **food** quality and **safety** issues on a 24 hour basis. The team also deals with other incidents related to **agriculture**.

Services offered to the Public:
Emergency Response

INNOVATION UNIT

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
8:30 - 5:00

The Innovation Unit administers the ministry's research programs including the OMAFRA research performed at the University of Guelph, and competitive research programs such as the Special Research Program and the Food Safety Research Program.

RISK MANAGEMENT UNIT

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
8:30 - 5:00

In partnership with other sections of the ministry and the University of Guelph, the Risk Management Unit contributes to the managing of risks to the public by : providing guidance and support to other sections of the ministry on methods of epidemiology and risks assessment; coordinating research in food safety; coordinating agri-food emergency preparedness and response; and managing the food safety and animal health laboratory components of the enhanced partnership between the ministry and the University of Guelph.

SERVICE MANAGEMENT BRANCH

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Service Management Branch is responsible for managing the ministry's service agreements, facilities management, telecommunications, and administration of the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects including process redesign, agreements for shared services, corporate quality standards and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372 (1-888-4-OMAFRA)
Fax (519)826-4543
8:30 - 5:00

The Corporate Projects and FOI unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture, Food and Rural Affairs and its affiliated agencies. This unit helps members of the public make requests for information and answers inquiries about privacy matters. The unit also coordinates quality service initiatives, manages service agreements for functions transferred to the Shared Services Bureau and coordinates ministry participation in other corporate projects, such as INFO-GO.

Services offered to the Public:
Freedom of Information and Protection of Privacy

FACILITIES MANAGEMENT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

Facilities Management Services provides accommodation and fleet management for the ministry. It carries out the planning of the accommodation needs of the program areas. Through contractors and Ontario Realty Corporation, facilities management services is responsible for space, property and lease management, as well as security, staff relocations and fleet and asset management for the ministry.

TELECOMMUNICATIONS AND IT SERVICES MANAGEMENT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3447
8:30 - 5:00

The Telecommunications and IT Services Management unit is responsible for the coordination of ministry telephone and telecommunications systems. The unit manages contracts and service agreements with service providers, and ensures the development of policies and processes for the

effective delivery of telecommunication services to ministry staff. The unit serve as the liaison between the IT Cluster and the ministry business areas, to ensure cost-effective delivery of information technology related services.

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1G 4Y2
General Inquiry (519)826-3276
Toll Free 1-888-247-4999 (AGRICORP Call Centre)
Fax (519)826-4118
www.agricorp.com
8:30 - 5:00

AGRICORP, a crown corporation launched in 1997, provides innovative agricultural **insurance** and customized consulting services designed to strengthen Ontario's **agriculture** and food industry. Its mandate is to provide value-added business services to the industry in a responsive, cost-effective manner.

AGRICORP BUSINESS SERVICES DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118
www.agricorp.com/services.cfm
8:00 - 5:00

AGRICORP Business Services Division provides innovative business solutions for Ontario's agriculture and food industry. The division capitalizes on the existing infrastructure of AGRICORP to provide quality, cost-effective services to customers. With expertise in program design and delivery, regulatory understanding quality systems and inspection services provide a base of knowledge. AGRICORP Business Services currently delivers the Grain Licensing Program under contract to the Ontario Ministry of Agriculture, Food and Rural Affairs; the Credit Analysis Program of provincial dairy processors for the Dairy Farmers of Ontario; the Farm Business **Registration** Program under contract with the Ministry for farm businesses declaring gross farm income of $7,000 or more that are required to register annually under the Farm Registration and Farm Organizations Funding Act, 1993.

AGRI-FOOD SERVICES, LEAMINGTON

60 Oak St E
Leamington N8H 3C2
General Inquiry (519)324-0870
Fax (519)324-0874
www.agricorp.com
8:30 - 5:00

Agri-food Services provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Services to the food processing industry include third-party grading, **inspection** and acreage measurement for tomatoes, cucumbers, carrots, cauliflower, peas and red beets. In consultation with clients, AGRICORP has been able to reduce the costs of administering these programs through innovative solutions, such as using Global Positioning

Systems (GPS) for acreage measurement and introducing more efficient processes. Through this office the division also provides inspection services for the Flue-Cured **Tobacco** Marketing Board.

Services offered to the Public:
Third Party Grading

FARM BUSINESS REGISTRATION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1G 4Y2
Toll Free 1-866-327-3678
Fax (519)826-4118
8:30 - 5:00

As the program delivery agent, AGRICORP, acting on behalf of the Ontario Ministry of Agriculture, Food and Rural Affairs, administers all program applications, including issuing and validating Farm Business Registration to eligible applicants as required under the Farm Registration and Farm Organizations Funding Act, 1993.

Services offered to the Public:
Farm Business Registration

FINANCIAL AND PROTECTION SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-3367
www.agricorp.com
8:00 - 5:00

The Financial and Protection Services unit administers the **Grain** Financial Protection Program, including the **licensing** and **inspection** of grain elevators and grain dealers and provides administrative support to the Grain Financial Protection Board. The unit administers the **Dairy** Farmers of Ontario Credit program, including third party analysis of Ontario dairy processors on behalf of the Dairy Farmers of Ontario.

Services offered to the Public:
Dairy Farmers of Ontario (DFO) Credit Program
Grain Dealer Licensing and Financial Protection Program
Grain Elevator Operator Licensing & Financial Protection Program
Grain Financial Protection Board

BUSINESS APPLICATIONS SUPPORT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118
8:00 - 5:00

The Business Applications Support unit is responsible for the corporation's application support and mainframe application development.

QUALITY ASSURANCE AND STANDARDS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118
8:00 - 5:00

The quality assurance and standards group is responsible for the corporation's user acceptance testing, quality control and information technology standards.

TECHNICAL SERVICES GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118

The Technical Services Group is responsible for the corporation's hardware, software, mainframe, client server, network and mainframe operations.

MARKETING AND SALES DIVISION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118
www.agricorp.com/crop.cfm
8:00 - 5:00

AGRICORP's Marketing and Sales Division promotes the Crop **Insurance** and Market Revenue programs and designs, and markets innovative risk management products to Ontario farmers.

Services offered to the Public:
Crop Insurance Program
Market Revenue Insurance (Agriculture)

PROGRAM DELIVERY AND OPERATIONS DIVISION

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1G 4Y2
General Inquiry (519)826-3276
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

The Program Delivery and Operations Division is responsible for the delivery and administration of programs including Crop Insurance and Market Revenue.

CUSTOMER ACTION CENTRE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999 (Call Centre)
8:00 - 5:00

AGRICORP's customer service representatives at the Customer Action Centre answer customer questions and enquiries, on line, about all aspects of the Market Revenue and Crop Insurance programs.

AGRICULTURAL REHABILITATION AND DEVELOPMENT DIRECTORATE

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3201
8:30 - 5:00

The Agricultural Rehabilitation and Development Directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

Services offered to the Public:
Ontario Community Pastures Program

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4199
Fax (519)826-4211
8:30 - 5:00

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture**, **Food** and Rural Affairs. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry. The role of ARIO is to enquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario. Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister.

AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/
8:00 - 5:00

The **Agriculture**, Food and Rural Affairs **Appeal** Tribunal (AFRAAT) deals with appeals heard under a variety of agriculture-related legislation. It serves as an independent, accessible appeal mechanism for disputes under the Farm Products Marketing Act and the **Milk** Act. It deals with matters related to the financial and technical aspects of projects initiated under the Drainage Act. It accredits general farm organizations and hears appeals on religious exemptions under the Farm Registration & Farm Organizations Funding Act. The Tribunal also resolves disputes over adjustments of loss on crop **insurance** contracts and disputes regarding the sale, repair and safety

of farm machinery. It is also a **Licence** Review Board for Acts administered by OMAFRA. It hears matters related to the conduct of members of commodity boards.

Services offered to the Public:
Appeal Process

BOARD OF NEGOTIATION

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/
8:30 - 5:00

The Board of Negotiation negotiates **claims** concerning contaminant damage to property. Under the **Environmental** Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement. The board meets with both parties in an informal manner and proceeds to negotiate a settlement of the claim. The procedure is without prejudice to any subsequent legal proceedings.

COUNCIL OF COLLEGE OF VETERINARIANS OF ONTARIO

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254
8:30 - 5:00

The Council of College of **Veterinarians** of Ontario acts as the governing body for the College of Veterinarians of Ontario. The principle objective of the college is to regulate the practice of **veterinary** medicine and to govern its members.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3570
8:30 - 5:00

The **Grain Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4333
8:30 - 5:00

The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Livestock Financial Protection Program (Farm Products

Payments Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3200
Fax (519)826-3254

The **Livestock** Medicines Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
8:00 - 5:00

The Farming and Food Production Protection Act provides for the protection of agricultural operations in agricultural areas. The operations are protected from nuisance **complaint**s of odour, dust, flies, light, smoke, **noise** and vibration that may arise from conducting a "normal farm practice". In addition, the Act provides protection from municipal by-laws that restrict a normal farm practice. The Act establishes the Normal Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practices."

Services offered to the Public:
Normal Farm Practices Protection Board

ONTARIO FARM PRODUCTS MARKETING COMMISSION

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3400
8:30 - 5:00

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 21 marketing plans; each plan is administered by a producer marketing board. Some regulations under the Act also require the **licensing** of processors of regulated **commodities** by the commission (e.g., **vegetables**, grapes, tender **fruit**, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the **Dairy** Farmers of Ontario.

Services offered to the Public:
Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
Toronto M8Y 1H8
General Inquiry (416)259-5479
Fax (416)259-4303
www.oftb.com
8:30 - 4:00

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruit**s and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail **trade**. It operates the Ontario Food Terminal which is a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services. As well, it operates a cold storage facility for use by the wholesale tenants and farmers.

ACTS

AgriCorp Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Agricultural and Horticultural Organizations Act
Animals for Research Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance (Ontario) 1996
Dead Animal Disposal Act
Drainage Act
Edible Oil Products Act
Farm Implements Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Grain Corn Marketing Act
Grains Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture, Food and Rural Affairs Act
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Ministry of the Attorney General delivers justice services to Ontarians by: providing effective prosecution services that support community safety and public order, providing criminal, civil and family justice services that are fair, timely and accessible; supporting fair, affordable systems for resolving disputes; supporting victims of crime by strengthening their rights in the justice system; supporting vulnerable people in making property and personal care decisions, that promote their dignity and autonomy; and by providing expert legal advice to government.

DEPUTY ATTORNEY GENERAL

ASSESSMENT REVIEW BOARD

29th Flr, 250 Yonge St
Toronto M5B 2L7
General Inquiry (416)314-6900
Toll Free 1-800-263-3237
Fax (416)314-3717
Toll Free Fax 1-877-849-2066
www.arb.gov.on.ca
8:00 - 5:00

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaint**s against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for school board taxation, and applications and **appeal**s respecting municipal taxation.

Services offered to the Public:
Assessment Review

COMMUNICATIONS BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
(416)326-2200 (Branch Reception)
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Communications Branch provides strategic communications advice and leadership to support the Minister and government to achieve its justice agenda. The branch works in partnership with the Minister's Office, ministry program and policy areas, the Ministry of the Solicitor General and the Ministry of Correctional Services to deliver its services.

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 4:30

The Ontario **Municipal** Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public **hearings** or otherwise resolve **appeal**s from decisions made by Ontario municipalities and other decision-makers, and to provide a decision. Most applications and appeals to the Board involve disputes over **land use planning**, but a significant number also deal with **land compensation**, development charges, ward boundaries and **aggregate** resources. The Board is affected by approximately 100 public statutes and more than 80 private statutes, including the Planning Act, the **Expropriation**s Act and the Local Improvement Act. The Board of Negotiation acts as a mediator in negotiating a settlement when **real property** is expropriated and no agreement is reached on compensation. The property owner or the expropriating authority can request the services of the Board.

Services offered to the Public:
Ontario Municipal Board
Ontario Municipal Board Information Office

ADMINISTRATION

15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.gov.on.ca

The Board's Information Office provides information to the public in English and French on matters before the Ontario **Municipal** Board such as date and location of scheduled hearings, how **appeal**s are launched and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and **certification** of Board **documents**. Clients can request to view an OMB file(s) and a photocopy machine is available at a nominal charge.

Services offered to the Public:
Ontario Municipal Board
Ontario Municipal Board Information Office

BUSINESS POLICY AND PLANNING DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
8:45 - 5:00

The Business Policy and Planning Division (BPPD) leads and enables the strategic management of change, coordinates corporate and business policy, and provides financial and human resources advice to the Ministry.

BUSINESS AND FISCAL PLANNING BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:30 - 5:00

The Business and Fiscal Planning Branch is responsible for the coordination of ministry activity with Management Board; coordinating, evaluating and implementing the business plan; coordinating development and monitoring of performance measurement; leading ministry implementation of quality service framework; estimates, financial planning, MB-20 coordination and support; and budget reporting.

FACILITIES MANAGEMENT BRANCH

Main Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00

The Facilities Management Branch provides strategic planning and operational advice for the ministries of the Attorney General, Solicitor General and Correctional Services facilities portfolios. The initiatives for fiscal year 2000-01 include the development of accommodation strategic plans to support the wide range of business planning directions and decision-making activities for the three ministries. The branch manages the administration and payment for all space occupied both in government-owned and 3rd party leases for the Ministry of the Attorney General and the ministries of the Solicitor General and Correctional Services. The branch coordinates the delivery of major and minor capital projects and relocation projects for various divisions within the three ministries. It reviews new processes for requesting approvals for capital funding through the liaison with the Ontario Superbuild Corporation and the Cabinet Committee on Privatization and Superbuild (CCOPS).

HUMAN RESOURCES BRANCH

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4490
TTY (416)326-4011
Fax (416)326-2298
8:00 - 5:00

The Human Resources Branch provides strategic services and advice on all workforce matters in support of government policy direction and ministry business plans. The branch provides consulting services and support to managers in recruitment, employment transition and compensation, labour relations, grievance management and conflict resolution, return-to-work employment accommodations and health and safety. The branch provides learning and development strategies, workforce and succession planning, performance management, change management, as well as a range of other services. It maintains an intranet site (Work Smart) that offers timely, accessible human resources guides and advice to ministry managers and staff.

Services offered to the Public:
Blind Persons' Rights Act

POLICY BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The Policy Branch provides justice policy and corporate policy support services to the ministry. It develops policy initiatives and provides support and expertise to other divisions within the ministry. It serves as the main liaison with Cabinet Office and also oversees the Freedom of Information and Protection of Privacy Office and the Office of the Coordinator of French Language Services. The branch is responsible for the drafting of legislation and regulations, and provides advice and support through the legislative process, policy research and analysis. It also takes the lead in the identification of policy issues and options, drafting of policy submissions for Cabinet, advice on the Cabinet process, coordination of policy issues relating to four self-governing professions; and provision of executive leadership for key ministry projects. It manages Federal/ Provincial/Territorial meetings and provides strategic advice and support to the Deputy and Minister at meetings.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manage the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, the Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - CORRECTIONAL SERVICES
1st Flr, 200 First Ave W
North Bay P1B 2C4
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FREEDOM OF INFORMATION AND PRIVACY - SOLICITOR GENERAL
1st Flr, 200 First Ave W
North Bay P1B 2C4
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services, on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

PROJECT COORDINATION BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1

The Project Coordination Branch assists the Justice Sector Deputy Ministers' Steering Committee for Integrated Justice with its due diligence function and monitoring of government obligations, benefits and expenditures. The branch ensures that business plan projects are tracked and that timely linkages between projects are made. It provides project management consultative services and researches and disseminates information on project management best practices.

QUALITY SERVICES PROJECT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:45 - 5:00

The Quality Service Project team provides strategic leadership, project support and advice on all Quality Service planning issues. The team is responsible for leading the planning and implementation of the ministry's Quality Plan. The project team also ensures consistency with the OPS Quality Framework and the OPS requirement to sustain the Quality Planning process within ministries.

COURT SERVICES DIVISION

2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-2652
8:30 - 5:00

Court Services Division provides criminal, civil and family court services that are fair, accessible, timely and effective. Court offices in more than 250 communities across the province link together litigants, counsel, judges, police, crowns, victims, community agencies and the public. Court Staff

provide information to the public and facilitate key justice programs. The Division provides administrative support to all judges in the Superior Court of Justice and the Ontario Court of Justice, as well as justices of the peace and small claims court judges. It also manages the jury system and provides courtroom clerks, court reporters, registrars and court interpreters. It administers the filing of writs of execution, enforces civil orders through the seizure and sale of goods, and manages the collection of fine and restitution revenues from the prosecution of provincial and federal offences.

COURTHOUSES

ALGOMA DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
General Inquiry (705)848-2500
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - SAULT STE MARIE
Courthouse
426 Queen St E
Sault Ste Marie P6A 6W2
Fax (705)945-5044
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000
Fax (705)945-5044
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SAULT STE MARIE
Courthouse
Main Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
8:30 - 5:00

BRANT COUNTY

ONTARIO COURT OF JUSTICE - BRANTFORD
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 5:00

SUPERIOR COURT OF JUSTICE AND SMALL CLAIMS COURT - BRANTFORD
70 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-7828
Fax (519)752-6465
8:30 - 5:00

BRUCE COUNTY

ONTARIO COURT OF JUSTICE, COMBINED COURTS - WALKERTON
Bruce County Courthouse
215 Cayley St
Walkerton N0G 2V0
Fax (519)881-0347
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WALKERTON
Courthouse
215 Cayley St
PO Box 430
Walkerton N0G 2V0
8:30 - 5:00

COCHRANE DISTRICT

ONTARIO COURT OF JUSTICE - COCHRANE
District Courthouse
149 4th Ave
PO Box 2069
Cochrane P0L 1C0
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY AND CRIMINAL - TIMMINS
Suite 127, 38 Pine St
Timmins P4N 6K6
General Inquiry (705)267-7799
Fax (705)360-2016
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COCHRANE
149 Fourth Ave
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KAPUSKASING
Ontario Government Bldg
Rm 10, RR 2 Hwy 11 W
Kapuskasing P5N 2X8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - TIMMINS
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
8:30 - 5:00

DUFFERIN COUNTY

ONTARIO COURT OF JUSTICE CRIMINAL AND FAMILY - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
8:30 - 5:00

DURHAM

ONTARIO COURT OF JUSTICE - OSHAWA
Criminal Courthouse
242 King St E
Oshawa L1H 3Z8
Fax (905)723-7101
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WHITBY
605 Rossland Rd E
Whitby L1N 9G7
(905)430-5800 (Small Claims)
(905)430-5808 (Enforcement)
Fax (905)430-5802 (Small Claims)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY COURT - OSHAWA
33 King St W
Oshawa L1H 1A1
Fax (905)436-4901
8:30 - 5:00

ELGIN COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - ST THOMAS
The Justice Bldg
2nd Flr, 30 St Catherines St
St Thomas N5P 3T9
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - ST THOMAS
145 Curtis St
PO Box 327
St Thomas N5P 3T9
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ST THOMAS
Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
8:30 - 5:00

ESSEX COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - WINDSOR
Ontario Court of Justice
200 Chatham St E
Windsor N9A 2W3
Fax (519)973-6659
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WINDSOR
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WINDSOR
Courthouse
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
Fax (519)973-6614
8:30 - 5:00

FRONTENAC COUNTY

FAMILY MEDIATION KINGSTON
469 Montreal St
Kingston K7L 3H9

ONTARIO COURT OF JUSTICE - KINGSTON
Macdonald-Cartier Bldg
279 Wellington St
Kingston K7L 6E1
General Inquiry (613)548-6200
Fax (613)548-6819
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - KINGSTON
469 Montreal St
Kingston K7L 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KINGSTON
Frontenac County Courthouse
Civil Filing Office, 5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6818
8:30 - 5:00

GREY COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - OWEN SOUND
Ontario Court of Justice
2nd Flr Suite 200, 1133 2nd Ave E
Owen Sound N4K 2J1
Fax (519)376-8930
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - OWEN SOUND
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-1461
(519)376-7535 (Enforcement Office)
Fax (519)376-7101
8:30 - 5:00

HALDIMAND

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE - CAYUGA
Courthouse
55 Munsee St
PO Box 399
Cayuga N0A 1E0
8:30 - 5:00

SUPERIOR AND ONTARIO COURTS OF JUSTICE - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00

HALTON

ONTARIO COURT OF JUSTICE, CRIMINAL - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3

ONTARIO COURT OF JUSTICE, CRIMINAL - MILTON
3rd Flr, 491 Steeles Ave E
Milton L9T 1Y7

ONTARIO COURT OF JUSTICE, FAMILY - MILTON
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
Fax (905)878-2494

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - OAKVILLE
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6J 5A6

HAMILTON

ONTARIO COURT OF JUSTICE, CRIMINAL - HAMILTON
The John Sopinka Courthouse
Suite 106, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5252x3871
Fax (905)645-5372
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY COURT
55 Main St W
Hamilton L8P 1H4
General Inquiry (905)645-6250
Fax (905)645-6264
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - HAMILTON
The John Sopinka Courthouse
Suite 106, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5252x3875
Fax (905)645-5372
8:30 - 5:00

HASTINGS

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BELLEVILLE
235 Pinnacle St
Belleville K8N 3A9
General Inquiry (613)962-9106
Fax (613)962-5143
8:30 - 5:00

HURON

ONTARIO COURT OF JUSTICE, CRIMINAL AND YOUNG OFFENDERS COURT - GODERICH
Courthouse
1 Court House Sq
PO Box 400
Goderich N7A 4C6
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - GODERICH
Courthouse
1st Flr, 1 The Square
PO Box 400
Goderich N7A 4C6
8:30 - 5:00

KENORA DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - KENORA
Courthouse
216 Water St
Kenora P9N 1S4
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KENORA
Courthouse
216 Water St
Kenora P9N 1S4
Fax (807)468-2840 (Crown Attorneys Office)

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - DRYDEN
Government Bldg
Rm 127, 479 Government St
PO Box 3000
Dryden P8N 3B3

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KENORA
Courthouse
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - RED LAKE
Government Bldg
115 Howey St
PO Box 226
Red Lake P0V 2M0

KENT COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - CHATHAM
Administration of Justice Bldg
1st Flr, 21 Seventh St
Chatham N7M 4K1
Fax (519)354-6292

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - CHATHAM
3rd Flr, 21 Seventh St
PO Box 2021
Chatham N7M 5K3

LAMBTON COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL COURT - SARNIA
Justice Bldg
3rd Flr, 700 N Christina St
Sarnia N7V 3C2
Fax (519)332-3411
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY COURT - SARNIA
Justice Bldg
1st Flr, 700 N Christina St
Sarnia N7V 3C2
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SARNIA
Justice Bldg
1st Flr, 700 North Christina St
PO Box 2567
Sarnia N7T 7V8
8:30 - 5:00

LANARK COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - SMITHS FALLS
Rm 307, 39 Chambers St
Smiths Falls K7A 4S9
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PERTH
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
8:30 - 5:00

LEEDS AND GRENVILLE

ONTARIO COURT OF JUSTICE, CRIMINAL - BROCKVILLE
75 Water St W
Brockville K6V 5Y6
General Inquiry (613)342-5003
Fax (613)342-2817
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BROCKVILLE
550 King St W
Brockville K6V 3T2
General Inquiry (613)345-5895
Fax (613)345-4019
8:30 - 5:00

LENNOX AND ADDINGTON COUNTY

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE - NAPANEE
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KALADAR
Hwy 7
PO Box 88
Kaladar K0H 1Z0

MANITOULIN DISTRICT

ONTARIO COURT OF JUSTICE - GORE BAY
Main Flr, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GORE BAY
Courthouse
Main Flr, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
8:30 - 5:00

MIDDLESEX COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - LONDON
Courthouse
2nd Flr, 80 Dundas St
London N6A 6A3

SUPERIOR COURT OF JUSTICE, FAMILY - LONDON
Courthouse
2nd Flr, 80 Dundas St
London N6A 6A3

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3

MUSKOKA

ONTARIO COURT OF JUSTICE - BRACEBRIDGE
3 Dominion St N
Bracebridge P1L 2E6
8:30 - 5:00

NIAGARA NORTH

ONTARIO COURT OF JUSTICE, CRIMINAL - ST CATHARINES
Courthouse
59 Church St
St Catharines L2R 7N8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - ST CATHARINES
4th Flr, 59 Church St
St Catharines L2R 7N8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ST CATHARINES
59 Church St
St Catharines L2R 7N8
8:30 - 5:00

NIAGARA SOUTH

ONTARIO COURT OF JUSTICE, FAMILY - WELLAND
102 E Main St
Welland L3B 3W6
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NIAGARA FALLS
4635 Queen St
Niagara Falls L2E 2L7
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WELLAND
102 Main St E
Welland L3B 3W6
8:30 - 5:00

NIPISSING

ONTARIO COURT OF JUSTICE, CRIMINAL - NORTH BAY
360 Plouffe St
North Bay P1B 9L5

ONTARIO COURT OF JUSTICE, FAMILY - NORTH BAY
360 Plouffe St
North Bay P1B 9L5

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NORTH BAY
360 Plouffe St
North Bay P1B 9L5

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - STURGEON FALLS
94A King St
PO Box 416
Sturgeon Falls P0H 2G0

NORTHUMBERLAND COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - COBOURG
860 William St
Cobourg K9A 4K8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - COBOURG
860 William St
Cobourg K9A 3A9
Fax (905)372-9952
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00

OTTAWA-CARLETON

ONTARIO COURT OF JUSTICE - OTTAWA
6th Flr, 161 Elgin St
Ottawa K2P 2K1
Fax (613)239-1506
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - OTTAWA
5th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - OTTAWA
5th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00

OXFORD COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL & FAMILY - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 7W5
Fax (519)539-4579
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WOODSTOCK
Courthouse
415 Hunter St
PO Box 70
Woodstock N4S 4G6
8:30 - 5:00

PARRY SOUND DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL - PARRY SOUND
89 James St
Parry Sound P2A 1T7
Fax (705)746-6179

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BURK'S FALLS
Plaza 11 Hwy 11
PO Box 119
Burk's Falls P0A 1C0

PEEL

ONTARIO COURT OF JUSTICE,
CRIMINAL - BRAMPTON
A Grenville & William Davis
7755 Hurontario St
Brampton L6W 4T6
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - BRAMPTON
7765 Hurontario St
PO Box 220
Brampton L6V 2L1
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BRAMPTON
Land Registry Bldg
2nd Flr, 7765 Hurontario St
Brampton L6V 2L7
Fax (905)450-6751

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - MISSISSAUGA
2301 Haines Rd
Mississauga L4Y 1Y5
Fax (905)275-3610

PERTH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL & FAMILY - STRATFORD
100 St Patrick St
Box 726
Stratford N5A 6V6

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - STRATFORD
17 George St
Stratford N5A 1A6

PETERBOROUGH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - PETERBOROUGH
70 Simcoe St
Peterborough K9H 7G9
Fax (705)876-3838
8:30 - 5:00

SUPERIOR COURT OF JUSTICE,
FAMILY - PETERBOROUGH
470 Water St
Peterborough K9H 3M3
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PETERBOROUGH
470 Water St
Peterborough K9H 3M3
Fax (705)876-3813
8:30 - 5:00

PRESCOTT AND RUSSELL

SUPERIOR AND ONTARIO COURT OF JUSTICE - L'ORIGNAL
2nd Flr, 59 Court St
L' Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00

PRINCE EDWARD COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL AND FAMILY - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 5:00

RAINY RIVER DISTRICT

ONTARIO COURT OF JUSTICE - FORT FRANCES
333 Church St
Fort Frances P9A 3M7
Fax (807)274-0516

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - FORT FRANCES
333 Church St
Fort Frances P9A 1C9

RENFREW COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - PEMBROKE
415 Pembroke St W
Pembroke K8A 5N5
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PEMBROKE
297 Pembroke St E
Pembroke K8A 3K2
8:30 - 5:00

SIMCOE COUNTY

ONTARIO COURT OF JUSTICE - ORILLIA
c/o Huronia Regional Ctr
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
Fax (705)326-0970
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BARRIE
114 Worsley St
Barrie L4M 4S4
(705)739-6555 (Court Support)
Fax (705)739-6583
8:30 - 5:00

STORMONT, DUNDAS AND GLENGARRY

ONTARIO COURT OF JUSTICE &
SUPERIOR COURT OF JUSTICE,
CRIMINAL & SMALL CLAIMS COURT - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
8:30 - 5:00

ONTARIO COURT OF JUSTICE &
SUPERIOR COURT OF JUSTICE,
CRIMINAL & SMALL CLAIMS COURT - MORRISBURG
8 5th St W
PO Box 858
Morrisburg K0C 1X0
General Inquiry (613)933-7500
8:30 - 5:00

ONTARIO COURT OF JUSTICE &
SUPERIOR COURT OF JUSTICE,
CRIMINAL, FAMILY & SMALL CLAIMS COURT - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
Fax (613)932-0507
8:30 - 5:00

SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE - ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
Fax (705)869-6511

ONTARIO COURT OF JUSTICE,
CRIMINAL - SUDBURY
Main Flr, 155 Elm St W
Sudbury P3C 1T9
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

THUNDER BAY DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - THUNDER BAY
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - THUNDER BAY
1st Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - THUNDER BAY
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GERALDTON
208 Beamish St
Geraldton P0T 1M0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NIPIGON
5 Wadsworth Dr
PO Box 758
Nipigon P0T 2J0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SCHREIBER
105 Ontario St
PO Box 234
Schreiber P0T 2S0
8:30 - 5:00

TIMISKAMING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - HAILEYBURY
393 Main St
Haileybury P0J 1K0
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1

SUPERIOR COURT OF JUSTICE - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - HAILEYBURY
Main St
PO Box 609
Haileybury P0J 1K0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE,SMALL CLAIMS COURT - ENGLEHART
50 Third St
PO Box 147
Englehart P0J 1H0

TORONTO REGION

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT
2nd Flr, 47 Sheppard Ave E
Toronto M2N 5X5
8:30 - 5:00

CASE MANAGEMENT - SUPERIOR COURT OF JUSTICE
10th Flr, 393 University Ave
Toronto M5G 1E6
Fax (416)327-6497
8:30 - 5:00

CIVIL INTAKE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5440
(416)327-6186 (Case Management Inquiries)
(416)327-5292 (Case Management Scheduling)
Fax (416)327-5445
8:30 - 5:00

COURT SUPPORT (CIVIL)
7th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-4405
Fax (416)326-0123
8:30 - 5:00

MASTERS OFFICE
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)327-6405
Fax (416)327-5484 (Masters & Motions)
8:30 - 5:00

MOTIONS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5467
Fax (416)327-5527
Fax (416)327-5484
8:30 - 5:00

RECORDS OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5512
8:30 - 5:00

CIVIL - OTHER
10th Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00

ASSESSMENTS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5121
Fax (416)327-5445
8:30 - 5:00

COMMERCIAL/BANKRUPTCY OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5047
(416)327-5044 (Bankruptcy Office)
(416)327-5043 (Commercial Office)
Fax (416)327-6228
8:30 - 5:00

ENFORCEMENT
Rm 405, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 5:00

ESTATES
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00

FINANCE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-6204
Fax (416)327-5272
8:30 - 5:00

HEARINGS UNIT
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments Coordinator)
8:30 - 5:00

COURT OF APPEAL
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
Fax (416)326-9955
8:30 - 5:00

CRIMINAL - CENTRAL
Old City Hall
Rm 157, 60 Queen St W
Toronto M5H 2M4
Fax (416)327-5210
8:30 - 5:00

CRIMINAL (COLLEGE PARK)
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
(416)325-8972 (Judges)
(416)325-8967 (Justices of the Peace)
Fax (416)325-8954
8:30 - 5:00

CRIMINAL/PROVINCIAL OFFENCES
(OLD CITY HALL)
60 Queen St W
Toronto M5H 2M4
(416)327-6171 (Courtroom Clerks)
(416)327-5754 (Defaulted Fines Control Centre - Rm 7)
(416)327-5675 (Finance & Enforcement - Rm 12 B)
(416)327-5666 (Interpreters)
(416)327-5907 (Judges' Secretaries)
(416)327-5179 (Justices of the Peace)
(416)327-5897 (Provincial Offences Appeals)
(416)327-5609 (Court Reporters)
(416)327-5614 (Court Support)
(416)327-5167 (Provincial Offences Inquiries)
(416)327-5167 (Trial Scheduling)
Fax (416)327-6813 (Court Clerks)
Fax (416)327-5609 (Court Reporters)
Fax (416)327-5756 (Defaulted Fines Control Centre)
Fax (416)327-6648 (Fine Enforcement)
8:30 - 5:00

PROVINCIAL PROSECUTORS
Old City Hall
60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5774
Fax (416)327-5787
8:30 - 5:00

CRIMINAL - SUPERIOR COURT OF JUSTICE
Rm 419, 361 University Ave
Toronto M5G 1T3
Fax (416)326-3850 (Judicial Liaison)
Fax (416)327-5441
8:30 - 5:00

COURT INTERPRETERS TRANSLATION
Rm 512, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5014
Fax (416)327-6496
8:30 - 5:00

COURT REPORTERS
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 5:00

COURT SUPPORT (CRIMINAL)
Rm 506, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)326-3021
8:30 - 5:00

CRIMINAL OFFICE
Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 5:00

JUDGES' ADMINISTRATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:00 - 5:30

JURY OFFICE
Jury Office
Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00

METROPOLITAN TORONTO LAWYERS ASSOCIATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5700
Fax (416)947-9148
9:00 - 5:00

CRIMINAL AREA COURTS
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
Fax (416)326-6746
8:30 - 5:00

CRIMINAL
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
(416)314-4222 (Crown Attorney)
(416)314-4213 (Justices of the Peace)
(416)314-4218 (Judges)
Fax (416)314-4233
8:30 - 5:00

CRIMINAL AND FAMILY
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3962
(416)314-3975 (Judges' Secretaries)
(416)314-3973 (Justices of the Peace)
Fax (416)314-3982
8:30 - 5:00

CRIMINAL/PROVINCIAL OFFENCES
Ontario Court of Justice
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0986
(416)325-0354 (Justices of the Peace)
(416)325-0861 (Judges' Secretaries)
Fax (416)325-0960 (Family Court Office)
8:30 - 5:00

FAMILY
1911 Eglinton Ave E
Scarborough M1L 2L6
General Inquiry (416)325-0976
(416)326-0861 (Judges)
Fax (416)325-0960 (Family Court Office)
Fax (416)325-7807 (Family Law Coordinator)
8:30 - 5:00

FAMILY
University Ctr
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5542 (Family Law - Intake)
Fax (416)327-6137 (Family Law - Intake)
8:30 - 5:00

FAMILY (ONTARIO COURTS OF JUSTICE)
311 Jarvis St
Toronto M5B 2C4
(416)327-6988 (Mediators)
(416)327-6987 (Mediators)
(416)327-6868 (General Inquiry & Case Management)
(416)327-6891 (Judges)
(416)327-6857 (Justices of the Peace)
Fax (416)327-3634 (Administration)
8:30 - 5:00

FAMILY LAW OFFICE (SUPERIOR COURT OF JUSTICE)
University Ctr
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)314-1996 (Child Support Guidelines Enquiry Line)
(416)327-5542 (Family Law Office)
Fax (416)314-1998 (Child Support Guidelines Fax)
Fax (416)327-6137 (Family Law Office)
8:30 - 5:00

SMALL CLAIMS COURT
3rd Flr, 47 Sheppard Ave E
North York M2N 5N1
General Inquiry (416)326-3554
Fax (416)325-8912
8:30 - 5:00

FAMILY
3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
General Inquiry (416)326-3592
Fax (416)326-3569
8:30 - 5:00

PROVINCIAL OFFENCES - NORTH YORK
Main Flr, 47 Sheppard Ave E
Toronto M2N 5X6
General Inquiry (416)326-3544
(416)326-3251 (Justices of the Peace)
Fax (416)326-3538
8:30 - 5:00

PROVINCIAL OFFENCES - TORONTO
Main Flr, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-6718
Fax (416)326-6721
8:30 - 5:00

SMALL CLAIMS - NORTH YORK
3rd Flr, 47 Sheppard Ave E
North York M2N 5X5
General Inquiry (416)326-3554
Fax (416)326-3570 (Trial Scheduling)
8:30 - 5:00

VICTORIA AND HALIBURTON

ONTARIO COURT OF JUSTICE - LINDSAY
440 Kent St W
PO Box 4000
Lindsay K9V 6G8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - LINDSAY
440 Kent St W
Lindsay K9V 6G8
8:30 - 5:00

WATERLOO

ONTARIO COURT OF JUSTICE - KITCHENER
Suite 1000, 200 Frederick St
Kitchener N2H 6P1
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY & SMALL CLAIMS COURT - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
Fax (519)621-7824
8:30 - 5:00

SUPERIOR COURT OF JUSTICE , SMALL CLAIMS COURT - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
(519)621-0170 (Small Claims Court)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3200 (Superior Court of Justice)
Fax (519)741-3278
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL, FAMILY & SMALL CLAIMS COURT - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 7W5
(519)539-6189 (Family Operations)
(519)539-6188 (Superior Court of Justice)
(519)539-6187 (Criminal Operations)
Fax (519)539-4579
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3270 (Small Claims Court)
Fax (519)741-3214
8:30 - 5:00

WELLINGTON COUNTY

ONTARIO COURT OF JUSTICE - GUELPH
36 Windham St S
Guelph N1H 7J5
General Inquiry (519)836-2501
Fax (519)837-6302
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY COURT & SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GUELPH
74 Woolwich St
Guelph N1H 3T9
(519)822-7961 (Ontario Court of Justice, Family)
(519)824-4169 (Superior Court of Justice, Small Claims Court)
8:30 - 5:00

YORK REGION

ONTARIO COURT OF JUSTICE - NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - RICHMOND HILL
855 Major Mackenzie Dr E
Richmond Hill L4B 4C6
General Inquiry (905)737-4416
Fax (905)737-0199
8:30 - 5:00

PROGRAM DEVELOPMENT BRANCH

2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
8:30 - 5:00

The Program Development Branch provides operational support to local court offices and is responsible for fiscal and corporate planning within Court Services Division.

COURTS OF JUSTICE

COURT OF APPEAL FOR ONTARIO

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
(416)327-5020 (General Information)
(416)327-5101 (Court of Appeal - Osgoode Hall, Judges' Reception)
Fax (416)327-5032 (Information)
Fax (416)327-6256 (Appeal Scheduling)
8:30 - 5:00

The **Court** of **Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and civil appeals and sits primarily in Toronto.

ONTARIO COURT OF JUSTICE

CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE

Suite 2600, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787
8:30 - 4:45

The Ontario **Court** of Justice has jurisdiction in **criminal** cases, certain aspects of Family Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition in most matters under the **Criminal Code of Canada** and other federal statutes, including the **Young Offender**s Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and **regulations** of Ontario and **municipal** by-laws. For inquiries on payment of **fines** other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 327-5675.

SUPERIOR COURT OF JUSTICE

CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
(416)327-5284 (361 University Ave 6th Flr)
Fax (416)327-5358
Fax (416)326-2224 (361 University Ave 6th Flr)
8:30 - 5:00

The Superior **Court** of Justice has jurisdiction in both **criminal** and civil cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing **writs** of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audit**s, interpretation and variations of **wills**/trusts and all proceedings relating to mental incompetency. **Certificates** of **Appointment** of an Estate Trustee with respect to the estates of persons who die are given by the court. The Small Claims Court provides a convenient way to settle disputes over goods and services for amounts not exceeding $10,000.

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2615
(416)326-2400 (9th Flr)
(416)326-4600 (10th Flr)
Fax (416)326-2423 (9th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2063 (6th Flr)

The **Criminal** Law Division provides legal representation for the Crown in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 **judicial** districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5624
Fax (905)836-5620

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151

MUSKOKA
Courthouse
2nd Flr, 3A Dominion St N
Bracebridge P1L 2G2
General Inquiry (705)645-2411
Fax (705)645-3422

NORTHUMBERLAND
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8784
Fax (905)372-1040

PETERBOROUGH
Provincial Court Bldg
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3848
Fax (705)876-9862

SIMCOE
Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (905)739-6188
Fax (905)739-6551

VICTORIA AND HALIBURTON
440 Kent St W
Lindsay K9V 5P2
General Inquiry (705)324-1420
Fax (705)324-1421

YORK REGION
Courthouse
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800
Fax (905)853-4849

CENTRAL WEST REGION
Suite 400, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5338
Fax (905)645-5376

BRANT
2nd Flr, 44 Queen St
Brantford N3T 3B4
General Inquiry (519)758-3480
Fax (519)758-3481

DUFFERIN
Courthouse Complex
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4471
Fax (519)941-2330

HALDIMAND
Courthouse
55 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494

HALTON
Courthouse
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)693-3036

HAMILTON-WENTWORTH
Courthouse
4th Flr, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5252
Fax (905)645-5261

NIAGARA NORTH
Courthouse
59 Church St
PO Box 788
St Catharines L2R 6Y3
General Inquiry (905)685-4293
Fax (905)685-5565

NIAGARA SOUTH
190 Division St
Welland L3B 4A2
General Inquiry (905)732-1327
Fax (905)732-0223

NORFOLK
Justice Bldg
Level 4, 530 Queensway W
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301

PEEL
Suite 100, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4777
Fax (905)456-4780

EAST REGION
Courthouse
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420

FRONTENAC
County Courthouse
2nd Flr, Court St
Kingston K7L 2N4
General Inquiry (613)548-6718
Fax (613)548-6692

HASTINGS
2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK
41 Drummond St E
Perth K7H 1G1
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE
County Courthouse
3rd Flr, Court House Ave
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON
County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA-CARLETON
Courthouse
Suite 3045, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200

PRESCOTT AND RUSSELL
Courthouse
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD
Suite 201, 172 Main St
Picton K0K 2T0
General Inquiry (613)476-6267
Fax (613)476-8272

RENFREW COUNTY
Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2261
Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY
Courthouse
29 2nd St W
Cornwall K6J 1G3
General Inquiry (613)932-5903
Fax (613)936-2157

NORTH REGION
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7674
Fax (705)564-7664

ALGOMA
Courthouse
445 Albert St E
Sault Ste Marie P6A 2J9
General Inquiry (705)945-8000
Fax (705)942-6060

COCHRANE NORTH (KAPUSKASING)
Suite 32, 25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6184
Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)
189 Fifth Ave
Timmins P4N 5L5
General Inquiry (705)264-5234
Fax (705)268-7588

KENORA (DRYDEN)
Courthouse
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-3351
Fax (807)223-5746

KENORA COURT HOUSE
Courthouse
Water St
Kenora P9N 1S4
General Inquiry (807)468-2835
Fax (807)468-2840

MANITOULIN
Courthouse
27 Phipps St
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197

NIPISSING
Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND
Courthouse
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER
District Courthouse
Main Flr, 333 Church St
Fort Frances P9A 3M7
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY
Courthouse
155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)671-5900
Fax (705)564-4146

TEMISKAMING
Courthouse
Main Flr, 393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672

THUNDER BAY
District Courthouse
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)625-1618 (1805 E Arthur St)
Fax (807)343-2745 (277 Camelot St)

TORONTO REGION
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488 ♿

DOWNTOWN TORONTO
New Courthouse
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5942
Fax (416)327-6056

ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3936
Fax (416)314-3949

NORTH YORK
2nd Flr, Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
TTY (416)314-4222
Fax (416)314-4234
Fax (416)314-4464

SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353

WEST REGION
Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-2883
Fax (519)661-2887 ♿

BRUCE
Courthouse
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432

ELGIN
Courthouse
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629

ESSEX
Westcourt Pl
Suite 410, 251 Goyeau St
Windsor N9A 6V2
General Inquiry (519)253-1104
Fax (519)253-1813

GREY
Grey County Bldg
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-3199
Fax (519)376-5650

HURON
Courthouse
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574 (Bluewater Office Equipment, 65 Hamilton St)

KENT
Courthouse
1st Flr, 21 Seventh St
Chatham N7M 4K1
General Inquiry (519)352-2141
Fax (519)354-1540

LAMBTON
Courthouse
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-7596
Fax (519)336-4663

MIDDLESEX
Courthouse
Main Flr, 80 Dundas St E
London N6A 2P3
General Inquiry (519)660-3003
Fax (519)660-3087

OXFORD
Courthouse
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060

PERTH
County Courthouse
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840

WATERLOO
Courthouse
4th Flr, 20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3222
Fax (519)570-0031

WELLINGTON
Courthouse
75 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301

FAMILY JUSTICE SERVICES DIVISION

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00 ♿

The Family Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, Supervised Access and **Bail** Verification. It also has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
8:30 - 5:00 ♿

The Office of the **Children**'s **Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a **disability** at law, usually **minor**s, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

LEGAL AID POLICY AND LIAISON

5th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-1234
Fax (416)326-3214
8:30 - 5:00

Legal Aid Policy and Liaison is the government link to Legal Aid Ontario, which delivers legal aid services to the public.

LEGAL AID ONTARIO

4th Flr, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-2948
www.legalaid.on.ca
8:30 - 5:00

Legal Aid Ontario is an operational service agency responsible for the delivery of legal aid services in Ontario.

PROGRAM SUPPORT

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2506
Fax (416)314-2500
8:30 - 5:00

The unit supports the Assistant Deputy Attorney General and provides advice to all programs within the Family Justice Services Division. It coordinates the business planning exercise, develops the operational plan, monitors performance measures, tracks spending and provides corporate reports for the Division Family Justice Services.

PUBLIC GUARDIAN AND TRUSTEE

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)326-1366 (Executive)
Fax (416)314-2695 (Legal)
www.attorneygeneral.jus.gov.on.ca/html/pgt/pgthome.htm
8:30 - 5:00

The Office of the Public **Guardian** and Trustee operates out of six offices located throughout the province to provide a variety of services, including: managing the financial and/or personal affairs of mentally incapable individuals pursuant to the Substitute Decisions Act where no one else is able to do so; making medical treatment decisions for mentally incapable people where no one else is able to do so; administering the estates of persons, who die without a will and without any family in Ontario; dealing with property owned by a dissolved Ontario corporation; investigating allegations of serious harm against vulnerable adults; as the Accountant of the Superior Court of Justice, retaining all money, mortgages and securities paid into or lodged with the Court on behalf of minors and litigants; protecting the public interest in **charitable** property.

CAPACITY ASSESSMENT OFFICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Fax (416)327-6724 (Capacity Assessment)
8:30 - 5:00

The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a **financial assistance** program for people who require assistance in paying for an assessment; and provides information to assessors in Ontario.

CLIENT SERVICES BRANCH

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Fax (416)314-2619
8:30 - 5:00

Client Services provides intake for all Office of the Public **Guardian** and Trustee (OPGT) guardianship matters; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; makes decisions about treatment and long-term admission under the Health Care Consent Act.

ESTATES ADMINISTRATION DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
Fax (416)314-2781
8:30 - 5:00

The **Estates** Administration Department administers estates of persons who die **intestate** and without known heirs in the province, and the assets of dissolved **corporations**.

INTAKE, INVESTIGATIONS AND TREATMENT DECISIONS UNIT

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-366-0335
Fax (416)314-2642
8:30 - 4:30

The Intake, Investigations and Treatment Decisions unit receives **Certificates** of Incapacity under the **Mental Health** Act and Substitute Decisions Act; handles requests to appoint the Office of the Public **Guardian** and Trustee as guardian; maintains the registry of guardians and investigates allegations of serious harm to incapable **adults**; makes decisions about treatment and long-term care admissions under the Health Care Consent Act; handles personal guardianship cases under the Substitute Decisions Act. Most of these services are also provided at the regional office across Ontario as noted above.

PROPERTY GUARDIANSHIP SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2648
8:30 - 5:00

Property **Guardian**ship Services Department delivers **financial** guardianship services to the Office of the Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992. Services are provided at the following locations.

HAMILTON OFFICE
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8300
Toll Free 1-800-891-0502
Fax (905)546-8301
8:30 - 5:00

LONDON OFFICE
3rd Flr, 401 Clarence St
London N6A 3M6
General Inquiry (519)660-3140
Toll Free 1-800-891-0504
Fax (519)660-3148
8:30 - 5:00

OTTAWA OFFICE
3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
General Inquiry (613)241-1202
Toll Free 1-800-891-0506
Fax (613)241-1567
8:30 - 5:00

SUDBURY OFFICE
Suite 602, 199 Larch St
Sudbury P3E 5P5
General Inquiry (705)564-3185
Toll Free 1-800-891-0503
Fax (705)564-3193
8:30 - 5:00

THUNDER BAY
Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (705)564-3185
Toll Free 1-800-891-0503
Fax (807)343-7223
8:30 - 5:00

TORONTO OFFICE
Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2231 (Client Services)
Fax (416)314-2619 (Client Services)
8:30 - 4:30

ACCOUNTANT OF THE SUPERIOR COURT OF JUSTICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-8692
Fax (416)314-2481
8:30 - 5:00

The Accountant of the Superior **Court** of Justice is responsible for funds, mortgages and securities that are paid into court pursuant to judgements and orders of the court under various statutes on behalf of **minor**s and litigants.

CHARITABLE PROPERTY PROGRAM

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-1963
Fax (416)326-1969 (Charities)
8:30 - 5:00

The **Charitable** Property Program monitors the use of charitable property in Ontario and inquires into **complaint**s about its misuse.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of the Solicitor General section for a complete division listing.

LEGAL SERVICES DIVISION

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
8:30 - 5:00

The Legal Services Division comprises the Legal Services and the Dispute Resolution Office. Legal Services is responsible for the provision of legal advice to ministries and certain agencies, boards and commissions of the Ontario government. It includes the Constitutional Law Branch, Crown Law Office - Civil, and 22 Seconded Legal Services branches across government. The Dispute Resolution Office serves as a central government resource and provides advice on Dispute Resolution (DR) programs, policies and legislation to ministries as well as agencies, boards and commissions.

CIVIL REMEDIES FOR ILLICIT ACTIVITIES

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)314-3714
9:00 - 5:00

Civil Remedies for Illicit Activities is responsible for the development and **enforcement** of civil remedies to address unlawful activities.

CONSTITUTIONAL LAW BRANCH

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
Fax (416)326-4015
8:30 - 5:00

The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of Rights and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
Fax (416)326-4181
8:30 - 5:00

Crown Law Office - Civil is divided into the advisory services group and the **litigation** services group. The members of the advisory services group act as solicitors for the Ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts. Counsel also provide alternative dispute resolution services.

LEGAL PROJECTS

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

Legal Projects provides advice and support for ministry project, including the Integrated Justice Policy Project and the negotiation of the POA transfer to the City of Toronto.

LEGAL SERVICES PROGRAM SUPPORT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4207
Fax (416)314-7926
9:00 - 5:00

The Legal Services Program Support provides strategic support to the legal services branches in various ministries and schedule 1 agencies in the areas of workforce planning, business and financial planning, MIS, training and development, and client service.

LEGAL SERVICES PROGRAM SUPPORT - DISPUTE RESOLUTION OFFICE

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)314-8195
9:00 - 5:00

The Dispute Resolution Office (DRO) promotes the expanded use and development of Dispute Resolution (DR) practices across government. The DRO serves as a central government resource and provides advice on DR programs, policies, and legislation to all ministries as well as agencies, boards and commissions. The DRO also provides training in dispute resolution and team building, and offers **mediation** services as well as other forms of conflict resolution practices to address conflicts within the Ontario Public Service.

LEGAL SERVICES PROGRAM SUPPORT - LAW LIBRARY

9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4566
Fax (416)326-4562
9:00 - 5:00

Legal Services Program Support-Law Library provides circulation, reference and inter-library loan services to ministry employees and maintains a collection of legal texts, journals, reporters and legislation to support the information needs of the ministry.

SECONDED LEGAL SERVICES BRANCHES

The Seconded Legal Services Branches provide internal, in-house legal advice and legal services to all ministries and some agencies, boards and commissions of the Government of Ontario. There are 22 legal branches/offices located on-site with individual client ministries and with some agencies, boards and commissions. Seconded Legal Services provides solicitor and counsel work covering very broad and varied types of law, including aboriginal, charities, corporate/commercial, corrections, education, employment, environmental, family, and financial institutions.

WALKERTON PROJECTS

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4000
Fax (416)326-6996
9:00 - 5:00

Legal Services Division's role for the Ministry is to coordinate representation for the Government in its response to the tragic situation in Walkerton. The Division's duties include: coordinating all interministerial activity for the involved ministries and agencies (including the Document Management System), organizing the Government's Compensation Plan and coordinating representation for the Crown at the Inquiry and in litigation.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:00

The **Legislative** Counsel office provides legislative services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the **translation** and publication of regulations in **French**.

SPECIAL INVESTIGATIONS UNIT

5090 Commerce Blvd
Mississauga L4W 5M4
General Inquiry (416)622-2380
Toll Free 1-800-787-8529
Fax (416)622-2455
www.siu.on.ca
9:00 - 5:00

The Special Investigations Unit is a civilian agency that investigates circumstances involving police and civilians which have resulted in serious injury, sexual **assault** or death. Under part VII, Section 113 of the Police Services Act, the Director of the SIU has the sole authority to decide whether or not charges are warranted based on the findings of a complete investigation. The Director's decisions are reported to the Attorney General.

VICTIM SERVICES DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2526
Fax (416)326-3205
8:30 - 5:00

The Victim Services Division is responsible for the integrated planning, management and delivery of victim services provided by the Justice Enterprise - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and thereby improving coordination at the community, regional and provincial levels of services for victims.

CRIMINAL INJURIES COMPENSATION BOARD

4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2883
8:30 - 5:00

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.

Services offered to the Public:
Criminal Injuries Compensation Board

DOMESTIC VIOLENCE WORK TEAM

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-3404
Fax (416)326-0920
8:30 - 5:00

The Domestic **Violence** Work Team is responsible for coordinating domestic violence initiatives developed in response to recommendations of the May/Iles Coroner's jury and the Joint Committee on Domestic Violence.

OFFICE FOR VICTIMS OF CRIME

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:30 - 5:00

The Office for **Victim**s of **Crime** is an advisory agency which provides advice to government on legislation, policy and practices relevant to victims of crime.

VICTIM SERVICES UNIT

18th Flr Suite 1817, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-3265
TTY (416)325-4935
Fax (416)325-3196
8:30 - 5:00

The **Victim** Services Unit is responsible for the ministry's program activities in the areas of Sexual **Assault**, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the **funding** and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and **training** of primarily **police** services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGION
14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 4:30

NORTHEASTERN REGION
Suite 201, 740 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6862
Fax (705)945-6866
8:30 - 4:30

NORTHWESTERN REGION - THUNDER BAY
Suite 200, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7676
Fax (807)343-7439
8:30 - 4:30

NORTHWESTERN REGION - SIOUX LOOKOUT
62 Queen St
PO Box 394
Sioux Lookout P8T 1A5
General Inquiry (807)737-7243
Fax (807)737-3379
8:30 - 4:30

WESTERN REGION
Suite 105, 446 Grey St
Brantford N3S 7L6
General Inquiry (519)752-8278
Fax (519)752-4642
8:30 - 4:30

VICTIMS' SUPPORT

VICTIM/WITNESS ASSISTANCE PROGRAMME

9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2429
Fax (416)326-2857
8:30 - 5:00

The **Victim**/Witness Assistance Programme provides victims and **witnesses** of **crime** with information and assistance throughout the criminal court process. The victim/witness assistance coordinators provide two general types of service: direct victim/witness assistance such as offering emotional support to victims, providing courtroom orientation, crisis intervention, acting as a liaison on behalf of victims/witnesses with **police** and the Crown as well as referring victims to community agencies for **counselling** and other support services; and **public education** and community coordination for the development of services for victims.

Services offered to the Public:
Victim/Witness Assistance Programme

BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00

BELLEVILLE
2nd Flr, 15 Victoria St
Belleville K8N 1Z5
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 5:00

BRAMPTON
5th Flr Suite 100, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4797
Fax (905)456-4796
8:30 - 5:00

HALTON
Rm 235, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-6292
Fax (905)878-4308
8:30 - 5:00

HAMILTON
Suite 478, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5272
Fax (905)645-5271
8:30 - 5:00

KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2839
Fax (807)468-2888
8:30 - 5:00

KINGSTON
2nd Flr, 279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6213
Fax (613)548-6207
8:30 - 5:00

KITCHENER
Suite 3033, 200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3351
Fax (519)741-3347
8:30 - 5:00

LONDON
Ground Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3041
Fax (519)660-2299
8:30 - 5:00

NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00

NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8339
Fax (705)495-8336
8:30 - 5:00

OTTAWA
Rm 1004, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1229
Fax (613)239-1473
8:30 - 5:00

OWEN SOUND
Suite 109, 1101 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-8927
Toll Free 1-888-577-3111
Fax (519)376-0865
8:30 - 5:00

PEMBROKE
2nd Flr Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2035
Fax (613)735-2843
8:30 - 5:00

PERTH
43 Drummond St E
PO Box 1400
Perth K7H 1G1
General Inquiry (613)264-8387
Fax (613)264-9014
8:30 - 5:00

ST CATHARINES
Rm 1020, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)685-2671
Fax (905)685-2673
8:30 - 5:00

SUDBURY
Bsmt, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)564-7694
Fax (705)564-7695
8:30 - 5:00

THUNDER BAY
2nd Flr, 1805 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1627
Fax (807)622-1826
8:30 - 5:00

TORONTO (OLD CITY HALL)
Rm 370, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 5:00

TORONTO - COLLEGE PARK
Rm 281, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 5:00

TORONTO - ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 5:00

TORONTO - NORTH YORK
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0009
Fax (416)314-0573
8:30 - 5:00

TORONTO - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 5:00

TORONTO - SUPERIOR COURT OF JUSTICE
Rm 170, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5946
Fax (416)327-6373
8:30 - 5:00

WHITBY
Suite 212, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00

WINDSOR
Level 5, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-2897
Fax (519)254-2816
8:30 - 5:00

ACTS

Absconding Debtors Act
Absentees Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Chartered Accountant Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commercial Tenancies Act
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Electronic Commerce Act, 2000
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act

Family Support Plan Act
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
Inquiries Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Mental Incompetency Act
Mercantile Law Amendment Act
Ministry of the Attorney General Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ombudsman Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act

Safe Streets Act 1999
Sale of Goods Act
Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds Act
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Victims Bill of Rights, 1995
Victims Right to Proceeds to Crime Act, 1994
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
(416)326-0148 (TTY/TDD)
Toll Free 1-800-267-7329
www.gov.on.ca/MCZCR

The Ministry of Citizenship supports, develops and promotes policies, standards and programs related to the protection of human rights; newcomer settlement; access for persons with disabilities; fostering and recognition of the importance of voluntarism and volunteers; honours the accomplishments of outstanding Ontarians and other commemorative functions. Through the Ontario Seniors' Secretariat, the ministry promotes the recognition of the needs and concerns of Ontario's seniors and develops policies and programs to ensure they can live free from harm and with dignity. Through the Ontario Women's Directorate, the ministry supports opportunities that help women achieve economic self-sufficiency and collaborates with cross-ministry and private sector partners to develop strategies to prevent violence against women and their children.

DEPUTY MINISTER'S OFFICE

CITIZENSHIP DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)314-7599
8:00 - 5:00

The Citizenship Division is responsible for policies, **standards** and programs related to the protection of human rights, workplace equal opportunity, immigrant settlement, improving access for persons with disabilities and fostering voluntarism across Ontario. The division comprises the Office of the Assistant Deputy Minister, Citizenship Development Branch, Equal Opportunity and Disability Access Branch and the Ontario Honours and Awards Unit.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)314-7307
8:00 - 5:00

The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement. The branch is also responsible for coordinating the implementation of programs to support the voluntary sector under the Volunteer Linkages Initiative and for Ontario's role in the International Year of the Volunteer, 2001. The branch is comprised of two units: Immigration and Settlement, and Volunteerism Initiatives.

IMMIGRATION AND SETTLEMENT

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)326-0295

The Immigration and Settlement Unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective **community-**

based settlement services for **immigrants** and refugees. It works with other ministries and the federal government to resolve issues in Ontario and implements a Newcomer Settlement Program for community-based settlement service delivery.

Services offered to the Public:
Cultural Interpreter Services and Training Program
Newcomer Settlement Program

VOLUNTEERISM INITIATIVES UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6853
Fax (416)314-7180

The Volunteerism Initiatives Unit coordinates the government's program to strengthen **volunteer**ism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates a series of Volunteer Linkages initiatives to recognize, encourage and support voluntary action. It also supports Ontario's role in the International Year of the Volunteer, 2001.

Services offered to the Public:
Volunteer@ction.online

INTERNATIONAL YEAR OF VOLUNTEERS (IYV) PROJECT, 2001

3rd Floor, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-1988
Fax (416)314-2024
www.iyvontario.on.ca
9:00 - 5:00

The International Year of Volunteers Project is responsible for the planning, coordination and implementation of the province's programs and initiatives to commemorate the International Year of Volunteers 2001. The IYV project provides marketing and promotional materials to communities and organizations to celebrate and recognize volunteers. The IYV Web site (www.iyvontario.on.ca) is a one-stop information service for all IYV activities across Ontario.

EQUAL OPPORTUNITY AND DISABILITY ACCESS BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
(416)326-0148 (TTY/TDD)
Fax (416)314-7307
8:00 - 5:00

The Equal Opportunity and Disability Access Branch is responsible for policy and program development in the areas of disability issues, equal opportunity and human rights. The branch liaises with the Ontario Human Rights Commission and the Board of Inquiry to ensure appropriate accountability. The branch is comprised of two units: Equal Opportunity and Disability Partnerships; and Human Rights and Disability Access.

EQUAL OPPORTUNITY AND DISABILITY PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6253
General Inquiry (416)325-6258 (Alternate)
(416)326-0148 (TTY/TDD)
(416)325-4957 (Information/Referral Line)
1-888-325-4957 (Information/Referral Line)
Toll Free 1-888-335-6611 (TTY/TDD)
Toll Free 1-888-325-4957 (Information/Referral Line)
Fax (416)326-9725
www.equalopportunity.on.ca

The Equal Opportunity and **Disability** Partnerships Unit develops and implements initiatives for the Government of Ontario's **Workplace** Equal Opportunity Plan. It provides services and resources to support the equal opportunity efforts of **employers** and employees in the private and broader public sectors, with an emphasis on barrier-removal for persons with disabilities. Services include: two **grants** programs (**Community** AccessAbility, Enabling Change) which promote partnerships and develop tools/resources to promote diversity and barrier removal; extensive information on equal opportunity provided through a Web site Gateway to Diversity.

HUMAN RIGHTS AND DISABILITY ACCESS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
(416)326-0148 (TTY/TDD)
1-888-335-6611 (TTY/TDD Toll Free)
Fax (416)327-4080

The **Human Rights** and **Disability** Access Unit promotes provincial strategies and develops policies to improve access for persons with disabilities. The unit also supplies program advice to provincial ministries to identify, prevent and remove barriers to participation in government programs and services. It provides policy advice to ministries about disability access and human rights. The unit is responsible for oversight of the Human Rights Code, which provides protection from discrimination based on a number of grounds, including disability. It liaises with the Ontario Human Rights Commission and the Board of Inquiry and works with other ministries to achieve government objectives regarding human rights.

ONTARIO HONOURS AND AWARDS UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7526
Fax (416)314-7743
Fax (416)314-6050
9:00 - 5:00

The Ontario Honours and **Award**s Unit delivers honours/awards programs to recognize accomplishments of outstanding Ontarians and other commemorative functions. Programs include: Order of Ontario; Ontario Medal for Good **Citizenship**, Outstanding Achievement Awards for Volunteerism and **Volunteer** Service Awards; Ontario Medal for Young Volunteers and Lieutenant Governor's **Community** Volunteer Awards for Students; Lincoln M. Alexander Awards highlight efforts by youth to eliminate discrimination; Ontario Medal for **Police** Bravery and Ontario Medal for **Firefighter** Bravery; Community Action Awards, Senior Achievement Awards and Senior of the Year Awards focus on accomplishments in disability and **seniors**' issues; Amethyst Awards

recognizes outstanding achievements by Ontario Public Servants; special events like **Canada Day** celebrations at Queen's Park.

COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7400
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)325-7778 (Director's Office Fax)
Fax (416)314-4965
8:00 - 5:00

The Communications Branch is responsible for communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch prepares, implements and evaluates communications plans related to the government's and ministry's priorities; supports the Minister, Deputy Minister and senior management in the handling of contentious issues; manages a media relations program for a wide range of target audiences; advises on and organizes Minister's/Deputy Minister's participation in public events; and provides internal communications services for the ministry.

INTERNAL AUDIT SERVICES

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)585-6560
Fax (416)585-7377 (Director)
Fax (416)314-0710 (Risk & Assurance Consultants)
8:30 - 4:45

Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministry of Citizenship and the Ministry of Tourism, Culture and Recreation. It helps the ministries accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-9906
Fax (416)326-7079
www.gov.on.ca/mczcr/seniors/
8:30 - 5:00

The Ontario **Seniors**' Secretariat supports Ontario's Minister Responsible for Seniors. The Secretariat undertakes policy initiatives with a multi-ministry focus designed to improve the quality of life of seniors in Ontario. The Secretariat also influences and supports policy development in other ministries in an effort to make Ontario government programs and services more responsive to seniors' needs. The Secretariat's Public Education and Awareness initiatives are designed to inform seniors of the programs and services to which they are entitled, and to inform the general public about seniors' issues and concerns, and ongoing contributions to our province.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.gov.on.ca/mczcr/owd/
8:30 - 5:00

The Ontario **Women**'s Directorate (OWD) provides focus for government action on issues of concern to women - in particular social, economic and justice-related issues. A division of the Ministry of Citizenship, the OWD has two key areas of activity: preventing violence against women, and promoting women's economic independence.

ECONOMIC DEVELOPMENT AND PARTNERSHIPS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256

The Economic Development and Partnerships Unit works with educators, business and community organizations in three inter-related ways by promoting **women**'s participation in skilled trades and occupations; supporting career-smart education for girls enabling them to make positive life changes; and supporting women's entrepreneurship.

PROGRAM OPERATIONS

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247

The Program Operations Unit has the following **funding** programs: Promoting Women's Safety (PWS), Advancing Women's Economic Independence (AWEI), and Investing in Women's Futures (IWF). Other responsibilities for the unit incude: Business Planning and Allocations, Financial Planning and Reporting, and OWD Web site.

VIOLENCE PREVENTION

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255

Violence Prevention of the Ontario **Women**'s Directorate promotes and implements the government's strategic framework for the prevention of violence against women and their children by: coordinating Ontario's Violence Against Women Prevention Initiatives strategy; enabling government to be more accountable in its delivery of anti-violence programs through deploying systems to measure performance; and providing policy and program advice to partner ministries on issues pertaining to violence prevention and intervention.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 ♿

The Regional and Corporate Services Division provides legal, financial, human resources and administrative services, and advice to the Deputy Minister and program divisions as required, for the efficient operation of the ministry. It also provides regional support services to the ministry's program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support, and development and implementation of the ministry's management improvement initiatives. It executes a number of control functions and services as the ministry liaison with Management Board of Cabinet.

CORPORATE POLICY

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
8:30 - 4:45 ♿

The Corporate Policy unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship in the areas of corporate policy development, analysis and coordination within the context of government priorities.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 ♿

The Corporate Resources Branch provides advice on fiscal and budget planning, accounting and related financial matters to the Ministry of Citizenship and the Ministry of Tourism, Culture and Recreation. It also provides administrative support services. The Facilities, Information and Records Management Unit provides facilities and assets management, print, Freedom of Information/Protection of Privacy, and records management services. The Business and Fiscal Planning Unit is responsible for budget analysis and advice, and financial planning.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 ♿

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Ministry of Tourism, Culture and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:
Access to Information

HUMAN RESOURCES

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
(416)325-6372 (TTY/TDD)
Fax (416)325-6371
Fax (416)314-4494 (OHRC)
8:30 - 4:45

Human Resources provides strategic consulting and planning services to executive and line management. It is responsible for human resource policies and procedures, collective agreement administration, provision of human resources information, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services.The branch provides services to the Ministry of Citizenship and the Ministry of Tourism, Culture and Recreation.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides legal services for the Ministry of Citizenship, and the Ministry of Tourism, Culture and Recreation and some of its agencies. Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

REGIONAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-0738
Fax (416)314-6686
8:30 - 5:00

Regional Services provides value-added consulting and delivery services to program areas of the Ministry of Citizenship, and the Ministry of Tourism, Culture and Recreation.

CENTRAL AREA
3rd Flr, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7244
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
Ontario Govt Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 1X8
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)235-1553
8:30 - 4:45

SOUTHEAST AREA
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

SOUTHWEST AREA
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (CIT/TCR)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

Responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship (including the Ontario Women's Directorate and the Ontario Seniors' Secretariat), and the Ministry of Tourism, Culture and Recreation. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology; and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the CIT/TCR Technology and Business Solutions Branch also provides I&IT services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS

BOARD OF INQUIRY (HUMAN RIGHTS CODE)

2nd Flr, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
1-800-424-1168 (TTY/TDD Toll Free)
(416)314-2379 (TTY/TDD)
Toll Free 1-800-668-3946
Fax (416)314-8743
9:00 - 5:00 ♿

The Board of Inquiry (**Human Rights** Code) is a tribunal established by the Human Rights Code to conduct **hearings** and decide **complaint**s of violations of human rights. By law, it cannot deal with any other kind of issue. Complaints are referred to the Board of Inquiry by the Ontario Human Rights Commission. A tribunal is a quasi-judicial body with decision-making powers. "Quasi-judicial" means that, similar to the courts, tribunals have authority or discretion to decide important issues affecting the rights and obligations of opposing parties. Tribunals' decisions have the effect of imposing serious sanctions or consequences on the parties. The Board of Inquiry (Human Rights Code) encourages parties to participate in voluntary **mediation**. If that is unsuccessful the case is scheduled for a hearing before an adjudicator. At the hearing the adjudicator determines whether a Code right of the complainant has been infringed or not and the appropriate remedy.

Services offered to the Public:
Board of Inquiry (Human Rights Code)

ONTARIO HUMAN RIGHTS COMMISSION

The Dundas/Edward Ctr
8th Flr, 180 Dundas St W
Toronto M7A 2R9
1-800-308-5561 (TTY/TDD Complaints, Referrals, General Inquiries)
(416)314-6526 (TTY/TDD Complaints, Referrals, General Inquiries within 416 and 905 Area Codes)
(416)314-4500 (General Inquiries - other than complaints)
(416)314-4532 (Media Inquiries)
(416)326-9511 (Complaints, Referrals, General Inquiries within 416 and 905 Area Codes)
(416)314-4493 (TTY/TDD General Inquiries - other than complaints)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
Fax (416)314-4494 (General Inquiries - other than complaints)
Fax (416)326-9520 (Complaints, Referrals, General Inquiries)
Fax (416)314-4533 (Media Inquiries)
www.ohrc.on.ca
8:30 - 4:30 ♿

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation, **mediation** and conciliation of **complaint**s and **enforcement**; **public education** and consultation with **employers**, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, **research** into patterns of discrimination.

Services offered to the Public:
Ontario Human Rights Education and Policy Development Consultation
Ontario Human Rights Inquiries

ACTS

Deaf-Blind Awareness Month Act, 2000
Human Rights Code
Ministry of Citizenship and Culture Act
Remembrance Day Observance Act, 1977, S.O. 1997, c.18

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
Toll Free 1-888-789-4199
www.gov.on.ca/CSS

The Ministry of Community and Social Services' vision is to be an affordable and effective system of community and social services that supports and invests in: families and communities, to encourage responsibility and accountability; adults, so they can live as independently as possible; a services system in which children are safe and people most in need receive support. The Ministry has two core businesses: income and employment supports; and social and community services. Services are provided to Ontarians who are vulnerable and in need, including adults, children and youth, and people with physical and developmental disabilities.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
Fax (416)325-5694 (Secured Fax)
8:00 - 5:30

The Communications and Marketing Branch establishes communications and marketing policy for the ministry and develops communications and marketing strategies to ensure that the public and people who rely on the ministry's support are aware of major programs and initiatives. The branch provides communications support to the offices of the Minister and Deputy Minister. Responsibilities include liaison with the media; providing creative services such as artwork and design; producing and distributing news releases, publications and audio-visual materials; preparing speeches for senior executives, directing advertising campaigns and managing responses to correspondence received by the minister on ministry activities and coordinating responses to Freedom of Information requests.

BRIEFINGS AND ISSUES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
8:00 - 5:00

The Briefings and Issues Unit is responsible for supporting the ministry's issues management process, coordinating social invitations and tours, and preparing information used by the minister in the House.

CORRESPONDENCE UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:00 - 5:30

The Correspondence Unit acts as a communication link between offices of the ministry and senior management by coordinating, editing and distributing correspondence written for the Minister's signature in response to incoming mail.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY SECTION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:00 - 5:00

The Freedom of Information and Protection of Privacy Section provides program support to ministry staff administering the Freedom of Information and Protection of Privacy Act (FIPPA).

PUBLISHING, TRANSLATION AND ADMINISTRATION UNIT (PTA)

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:00 - 5:30

The Publishing, Translation and Administration Unit (PTA) is responsible for coordinating and providing creative services, desktop publishing and production of publications. The unit also provides translation services, administrative (finance and human resources) support to the branch as well as technological support throughout the branch, and manages the ministry's Internet/Intranet sites.

STRATEGIC COMMUNICATIONS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5172
8:00 - 5:30

The Strategic Communications Unit provides support throughout the ministry in communications planning and research.

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
(613)548-6693 (HelpDesk, Kingston)
(416)327-4357 (HelpDesk, Toronto)
Fax (416)314-0289
8:30 - 5:00

The Human Services I&IT Cluster develops digital solutions which support and enable the business requirements of the Ministry of Health and Long-Term Care and the Ministry of Community and Social Services. The cluster is one of seven business clusters which, along with three corporate offices within the Office of the Corporate CIO, make up the Ontario Government's I&IT organization. This organization has begun integrating I&IT services within a common infrastructure and overall directions and strategy in order to serve Ontarians better.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Business Solutions Division is responsible for information technology that will enable effective business operations and satisfy ministry business plans. The five branches of the division (listed below) are aligned with the major ministry business areas.

CHILDREN'S PROGRAMS I&IT

12th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0457
Fax (416)327-4429 (5700 Yonge St 9th Flr)
8:30 - 5:00

The Children's Programs I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of the Integrated Services for Children and Healthy Babies programs.

COMMUNITY AND SOCIAL SERVICES I&IT

11th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)327-4000
(416)327-8000 (CIMS/Main Support Hotline)
Fax (416)327-1148
8:30 - 5:00

The Community and Social Services I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of Social Assistance and Employment Programs.

HEALTH CARE PROGRAMS I&IT

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-4182

The Health Care Programs I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to hospitals, long-term care programs and LTC facilities, emergency health, and mental health programs.

HEALTH SERVICES PROGRAMS I&IT

Macdonald-Cartier Bldg
4th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6237
Fax (613)548-6539
Fax (613)547-1907 (4th Flr)

The Health Services Programs I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Registration & Claims, Provider Services, ODP, Laboratories.

REGIONAL OPERATIONS SUPPORT I&IT

Suite 104, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6398
Fax (613)548-6450
Fax (416)327-1517 (5140 Yonge St 12th Flr)
8:30 - 5:00

The Regional Operations Support I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Regional Operations. The Regional Operations Support I&IT Branch also has interim responsibility for corporate system testing.

CUSTOMER RELATIONS

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4032
Fax (416)314-0289
8:30 - 5:00

The Customer Relations branch supports the implementation of the cluster and focuses on developing effective customer relationships both within and outside the organization.

INFORMATION MANAGEMENT AND IT SECURITY

Macdoanld-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6585

The Information Management and IT Security branch is accountable for information architecture, data standards, IT security policy and architecture, IT security operations and information distribution and access.

PLANNING FINANCE AND ADMINISTRATION

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7759
Fax (416)327-7089
Fax (613)548-6539 (Kingston 4th Flr)
8:30 - 5:00

The Planning, Finance and Administration branch is responsible for the overall controllership and administrative services in the cluster, including financial management, business, strategic and fiscal planning, and operational policy coordination.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1225
Fax (416)327-4429
Fax (613)548-6693 (Kingston 5th Flr)
8:30 - 5:00

The Technology Management Branch's mandate is to lead and manage the development of technology architecture criteria, common standards and policies throughout the Human Services I&IT cluster including common application systems, network protocols, database management systems and products.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:15 - 5:00

The Legal Services Branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

ONTARIO'S PROMISE

Suite 504, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)326-1716
Toll Free 1-866-668-5437
Fax (416)326-3140

Ontario's Promise is dedicated to creating meaningful partnerships between business, governments, non-profit agencies, service organizations, communities, families and individuals. This initiative is committed to delivering on five basic promises to provide Ontario's young people with: a healthy start in life; an adult who cares; safe places to learn and grow; the tools to succeed and a chance to make a difference. Ontario's Promise is designed to build an existing programs that influence the lives of children and youth. Staff and the Board of Councillors focus on communications, corporate development and outreach.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, controllerships, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis and human resources. The division is comprised of three branches: Human Resources (including the broader public sector); Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs. The Division is also the Ministry's point of contact with Internal Audit Division, Management Board Secretariat, and the Human Services I&IT Cluster.

COMPREHENSIVE AUDIT AND INVESTIGATIONS

30th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605
8:30 - 5:00

Comprehensive Audit and Investigations provides reasonable assurance that the core business goals and objectives of the ministry are met with due regard for controllership, value for money, the safeguard of public assets, and the security and safety of the workforce. This is accomplished through selected, risk-based independent review of the operations of the ministry, its transfer payment and scheduled agencies, boards and commissions, and through up-front audit advice and consultation services, educational services and special investigations as required.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy and Intergovernmental Affairs Branch provides the ministry with strategic leadership in the areas of Business Planning and Allocations, Corporate Policy development, Policy Coordination and Federal/Provincial Relations. It provides the ministry with the capacity for long term planning and develops strategic policies, provincial or intergovernmental, on issues affecting the social services sector.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5375
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy Unit leads the ministry's business planning and allocations (BPA) process by developing the overall BPA strategy, including the policy, financial agenda, and performance measures. It develops policy on, and coordinates the ministry's policy response to cross-cutting social policy issues.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-9759
8:30 - 5:00

The Intergovernmental Affairs Unit provides leadership and develops policies for the ministry on federal/provincial issues.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning; providing financial management services to ministry branches; coordinating better business practices; processing of all financial transactions, including financial administration policy; banking, expenditure payments, revenue, electronic funds transfers, financial reporting, ministry financial systems; and financial planning for the ministry and liaising with the Ministry of Finance.

BUSINESS ANALYSIS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Business Analysis Unit is responsible for analyzing and evaluating the financial and resource implications of ministry programs.

BUSINESS PLANNING AND ALLOCATIONS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

Business Planning and Allocations Unit coordinates the annual business planning process.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Reporting Unit manages the in-year reporting and monitoring of the Ministry's financial position. This includes forecasting, budgeting control, cost-sharing administration and capital.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate office and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements and related legislation. Human Resources Management includes: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organization Design; Employee Classification; Pay and Benefits; Equal Opportunity; Health and Safety; Labour Relations; and Accommodation & Facilities Management Services.

BUSINESS TRANSFORMATION PROJECT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)327-0000
Fax (416)326-8098

The Business Transformation Project (BTP) is a 5-year project established in 1997. The Ministry of Community and Social Services (MCSS) in partnership with Andersen Consulting, and in keeping with the government's direction, is developing, new technology and business practices related to the delivery of social assistance in the province of Ontario. The delivery of Ontario Works and Ontario Disability Support Program will gradually be transformed over the next few years throughout the 47 Consolidated Municipal Service Managers and the 9 MCSS Regional Offices. There are approximately 115 delivery sites and 8,000 direct delivery staff in municipal and provincial offices.

COMMUNITY AND DEVELOPMENTAL SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-3694
Fax (416)325-5615
8:30 - 5:00

The Community and Developmental Services Division integrates adult policy for developmental services, community programs, and homelessness. The division also includes the Aboriginal Healing and Wellness Strategy Unit.

ABORIGINAL HEALING AND WELLNESS STRATEGY

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934

The Aboriginal Healing and Wellness Strategy (AHWS) is a partnership among four government ministries (MCSS, ONAS, MOHLTC, OWD) and 15 Aboriginal organizations and First Nations. Programs and services funded through AHWS address both the prevention of family violence and the improvement of health in Aboriginal communities, on-reserve and off-reserve. AHWS programs include women's shelters, health access centres, crisis/suicide intervention, health promotion/education, youth treatment, healing lodges and training. AHWS has a five-year term which concludes in 2004.

COMMUNITY SERVICES UNIT

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865
8:30 - 5:00

Community Services Unit is responsible for policy development and program design of community-based services for adults and families. It liaises with other governments and non-ministry providers. Areas of policy/program responsibility include: Violence Against Women Prevention Program, which supports women who are victims of violence & their families (shelters, crisis telephone lines, emergency transportation and community-based counselling); Supportive Housing, which provides funding to agencies providing permanent living arrangements for people with special needs who would otherwise be unable to live independently in non-profit social housing; Interpreter/Intervenor Services to assist deaf and deaf/blind individuals to live in the community; Aboriginal Services, corporate support for policy and implementation process for services to Aboriginal communities, federal liaison and interministry coordination; liaison with the Ontario College of Social Workers and Social Service Workers.

DEVELOPMENTAL SERVICES BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554
8:00 - 5:30

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Regional Office level. The branch provides leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

INTEGRATED SERVICES FOR CHILDREN DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00

The Ministries of Community and Social Services, Health, Education, Training, Colleges and Universities, and Citizenship are working together to improve service coordination and integration at the community level. The Integrated Services for Children Division is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus is on children and families at risk.

CHILD WELFARE AND YOUNG OFFENDERS BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

Child Welfare and Young Offenders Branch is responsible for policy development and program design related to child protection services and young offender services for youth 12-15.

CHILDREN WITH SPECIAL NEEDS BRANCH (GROSVENOR ST)

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)326-5349
8:30 - 5:00

Children With Special Needs Branch is responsible for Integrated health and social services policy and program development for children and youth with special needs.

CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH (GROSVENOR ST)

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

The Healthy Child Development Branch incorporates the previous Child Care Branch with the Healthy Babies, Healthy Children initiative. The focus of our new branch will be to support the healthy development of children by providing integrated policy direction and program planning which invests in, and supports, children on a physical, social, learning and emotional basis.

EARLY YEARS CHALLENGE FUND BRANCH

15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395

The Early Years Challenge Fund Branch promotes the healthy growth and development of all **children** (pre-conception - six) so they can reach their full potential, by supporting and fostering cross-sectoral partnerships to provide community-based early years and parenting programs for children, parents and caregivers.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00

The Program Management Division (PMD) is responsible for the delivery of programs and services of the ministry. PMD consists of 9 Regional Offices; 3 Schedule 1 Facilities for people with developmental disabilities; Management Support Branch (MSB); Provincial Services Branch (PSB); Provincial Municipal Liaison (PML); Family Responsibility Office (FRO); and the Office of Child and Family Service Advocacy. MSB coordinates management functions which provide decision-making support to the ADM; coordinate operational support to Regional Offices and connect them to corporate activities; provide input to policy branches; and deliver province-wide services such as adoptions. The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and youth.

FAMILY RESPONSIBILITY OFFICE

PO Box 220 Downsview Post Office
Downsview M3M 3A3
(416)240-2410 (Reciprocal Enforcement of Support Orders - RESO)
(416)326-1817 (Client Services M-Th 8 am - 7 pm, Fri 8 am - 5 pm)
(416)326-1818 (Automated Information 7 days a week, 24 hrs a day)
TTY (416)240-2414
Toll Free 1-800-267-4330 (Client Services - Outside 416 & 905 local calling area)
Toll Free 1-800-267-7263 (Automated Info Outside 416 & 905 local calling area)
Fax (416)240-2401 (Client Services)
8:00 - 5:00

The Family Responsibility Office (formerly the Family Support Plan) enforces family **support orders** made by the courts and agreements made by parties upon separation and **divorce**. The program serves as the Central Authority under the Hague Convention.

Services offered to the Public:
Family Responsibility

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5500
8:30 - 5:00

The Management Support Branch is the focal point for the collection and distribution of information between field offices and head office, implementation support of corporate initiatives and monitoring and reporting. The branch supports the management of ministry programs and resources by working with program staff in regional offices. The branch includes the following units: community services; developmental services; children's services; social assistance; municipal services; human resources; finance and information technology and organizational development.

COMMUNITY AND DEVELOPMENTAL SERVICES PROGRAMS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)325-9631
8:30 - 5:00

The Community and Developmental Services Programs Unit is responsible for providing children's and adult's services support with the Program Management Division, identifying and resolving issues and monitoring program delivery.

FINANCE AND INFORMATION TECHNOLOGY UNIT

25th Flr, 2 Bloor St W
Toronto M7A 1E9
Fax (416)327-1963
8:30 - 5:00

The Finance and Information Technology Unit coordinates information requests, supports information and technology planning and implementation and analyses the financial impact of program decisions on the Program Management Division.

HUMAN RESOURCES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
Fax (416)325-5500
8:30 - 5:00

The Human Resources Unit provides leadership and strategic management of human resources for the Program Management Division. Strategic advice and coordination is provided to support the Assistant Deputy Minister, Program Management Division, as well as the corporate offices, area offices and facilities within the division.

PROVINCIAL TRAINING SECTION

25th Flr Suite 2506, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)325-5472
Fax (416)325-9118
8:30 - 5:00

The Provincial Training Section is responsible for provincial coordination of training, product development and delivery to support the Program Management Division.

ORGANIZATIONAL DEVELOPMENT UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-5500
8:30 - 5:00

The Organizational Development Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision-makers.

SOCIAL ASSISTANCE AND MUNICIPAL PROGRAMS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5543
Fax (416)325-9631
8:30 - 5:00

The Social Assistance and Municipal Programs Unit is responsible for providing program support and training within the Program Management Division, identifying and resolving issues and monitoring program delivery.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY (ADVOCACY OFFICE)

2nd Flr, 2195 Yonge St
Toronto M7A 1E9
General Inquiry (416)325-5669
TTY (416)325-2648
Toll Free 1-800-263-2841
Fax (416)325-5681
8:30 - 6:00

The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of **children**, **youth** and **families** receiving or seeking services provided by the Ministry of Community and Social Services, Ministry of Correctional Services (**Young Offender**s Phase 2), Ministry of Education (Residential and Demonstration Schools). Advocates mediate **complaint**s, negotiate with service providers, government officials in the community; identify systemic problems affecting youth; advise ministries of gaps in service delivery. E-mail : Advocacy@Idirect.com

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Services offered to the Public:
Office of Child and Family Service Advocacy

PROVINCIAL SERVICES BRANCH

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4733
Fax (416)327-0573
8:30 - 5:00

The Provincial Services Branch provides provincial management/coordination of direct services legislated under CFSA pertaining to Private & International Adoption, Adoption Disclosure, Child Welfare Review Unit, Child Abuse Register, Chaplaincy Services Ontario, Boards and Commissions and the Disability Adjudication Unit.

CENTRAL SERVICES UNIT

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The Central Services Unit provides provincial management/coordination of direct services as legislated by the Child & Family Services Act pertaining to **Adoption** (Private and International), Adoption Disclosure, **Crown Ward** Review, Child Abuse Register, maintenance and retention of adoption and Crown Ward **records**, Chaplaincy Services and support to 3 Boards (Child & Family Services Review, Custody Review and Soldier's Aid Commission).

Services offered to the Public:
Adoptions Disclosure Register
Child Abuse Register
Youth Corrections Program

ADOPTION DISCLOSURE SECTION

24th and 10th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The **Adoption** Disclosure Section provides a mechanism and process for the sharing of non-identifying and identifying information to adults who were adopted in Ontario and specific birth relatives.

CHAPLAINCY SERVICES, LONG TERM CARE AND MENTAL HEALTH

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-3266x859
Fax (416)327-0573
8:30 - 5:00

Chaplaincy Services Ontario, through its structure and relationship to Government and the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies.

CHILD ABUSE REGISTER SECTION

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 4:45

The Child **Abuse** Register protects the best interests of the **children** by maintaining **records** of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4673
Fax (416)327-0558

The Child and Family Services Review Board provides an **appeal** mechanism under the Child and Family Services Act (CFSA) The board makes specific decisions on the residential placement of **children**; refusal of placement by private **adoption** licensees; adoption placement, refusal to disclose adoption information; and applications for the release of children from emergency secure treatment facilities. The board operates independently.

CHILD WELFARE REVIEW UNIT

30th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4730
Fax (416)326-5359
8:30 - 5:00

The Child **Welfare** Review Unit ensures the well being of the province's wards by annually reviewing case records and interviewing **children**.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558

The **Custody** Review Board reviews placements and may hold **hearings** at the request of young persons in custody. The board operates jointly with the Ministry of the Correctional Services and Ministry of Community and Social Services. The board operates independently.

PRIVATE AND INTERNATIONAL ADOPTIONS SECTION

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)325-4730
Fax (416)327-0573
8:30 - 5:00

The Private and **International Adoptions** Section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

SOLDIERS' AID COMMISSION OF ONTARIO

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4674
Fax (416)327-1203
8:30 - 5:00

The Soldiers' Aid Commission of Ontario provides in exceptional circumstances, emergency aid to eligible World Wars I, II and the Korean War **veterans** who have exhausted all other sources of funds.

DISABILITY ADJUDICATION UNIT

PO Box B18
Toronto M7A 1R3
Toll Free 1-888-256-6758
TTY (416)326-3372
Fax (416)326-6913

The **Disability** Adjudication Unit provides a central adjudication services for applicants referred from provincial Ontario Disability Support Program offices and Municipal Ontario Works offices to determine whether an applicant meets the eligibility criteria as a person with a disability as defined by the Ontario Disability Support Program Act.

PROVINCIAL - MUNICIPAL LIAISON

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)325-5320
Fax (416)325-5423
8:15 - 5:00

The role of Provincial-Municipal Liaison is to help the Province of Ontario maintain a productive working relationship with municipalities and service boards leading to effective local management and delivery of human services.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-1835 (Business Services)
Fax (905)895-6804 (Community Programs)
Fax (905)895-4330 (Regional Director; Human Resources)
Fax (905)715-7662 (ODSP)
Fax (905)715-7743 (Probation Services)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT - NEWMARKET
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804
8:30 - 5:00

HURONIA REGIONAL CENTRE - ORILLIA
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Fax (705)326-5269 (Administration)
Fax (705)326-2606 (Purchasing)
Fax (705)326-3445 (Human Resources)
8:15 - 4:30

LOCAL OFFICE - AJAX
Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
Fax (905)683-6521
8:30 - 5:00

LOCAL OFFICE - BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197 (ODSP)
Fax (705)737-5142 (Probation)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM-BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00

PROBATION SERVICES - BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-5142 (Probation)
8:30 - 5:00

LOCAL OFFICE - LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM-LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

PROBATION SERVICES-LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

LOCAL OFFICE - ORILLIA
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM-ORILLIA
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

PROBATION SERVICES-ORILLIA
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

LOCAL OFFICE - PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
Fax (705)742-8048 (ODSP)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT-PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM-PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)742-8048
8:30 - 5:00

PROBATION SERVICES-PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
8:30 - 5:00

LOCAL OFFICE - PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-7205
TTY (905)742-8915
Toll Free 1-800-661-3081
Fax (905)885-4843
8:30 - 5:00

LOCAL OFFICE - WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050 (ODSP)
Fax (905)665-1043 (Probation)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT-WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1043
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM-WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050
8:30 - 5:00

PROBATION SERVICES-WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1043
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - NEWMARKET
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7662
8:30 - 5:00

PROBATION SERVICES - NEWMARKET
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7743
8:30 - 5:00

CENTRAL WEST REGIONAL OFFICE
Markborough Pl Phase 2
Suite 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
Toll Free 1-877-708-2896 (Serious Occurence Reporting)
(905)567-7177 (French)
Toll Free 1-877-832-2818
Fax (905)567-3218 (Human Resources)
Fax (905)567-3216 (Licensing)
Fax (905)567-3215 (Regional Director; Business Unit; ODSP; BTP)
Fax 1-877-708-2895 (Serious Occurence Reporting)
8:30 - 5:00

LOCAL OFFICES

HALTON - ONTARIO DISABILITY SUPPORT PROGRAM
Burlington Resource Ctr (John St Entrance)
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
TTY (905)681-0720
Toll Free 1-800-567-6388
Toll Free French 1-800-361-0897
Fax (905)681-0422
8:30 - 5:00

KITCHENER-WATERLOO LOCAL OFFICE
385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)885-1580
Fax (519)886-8997 (4th Flr - Probation, ODSP, ESS)
8:30 - 4:45

CAMBRIDGE
605-73 Water St
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 4:30

ONTARIO DISABILITY SUPPORT PROGRAM
385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 4:45

PROBATION UNIT- KITCHENER-WATERLOO
385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820 (Province-Wide)
Fax (519)886-8997
8:30 - 4:45

WELLINGTON/DUFFERIN - PROBATION
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
TTY (519)822-1561
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

PEEL - EMPLOYMENT SUPPORTS PROGRAM
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3146
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-7419
8:30 - 5:00

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES
Suite 212, 1143 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3147 (Mississauga)
General Inquiry (519)886-4700 (Cambridge/ Wellington-Dufferin/Regional Municipality of Waterloo)
Toll Free 1-800-441-9820 (Kitchener/ Waterloo)
Toll Free 1-800-361-0897 (All other exchanges)
Fax (905)897-0417 (Mississauga)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
Unit 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
Fax (905)567-3215
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - PEEL
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:45 - 5:00

PROBATION (YOUNG OFFENDER)

BRAMPTON
404-201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)456-3430
Toll Free 1-800-701-2814
Fax (905)874-4016
8:30 - 5:00

BURLINGTON
Unit 606-607, 2319 Fairview St
Burlington L7R 2E3
General Inquiry (905)639-5371
TTY (905)639-3304
Toll Free 1-800-461-5876
Fax (905)639-3415
8:30 - 5:00

CAMBRIDGE (PROBATION)
35 Dickson St
Cambridge N1R 7A6
General Inquiry (519)623-6400
Fax (519)623-6562

MALTON
L L 19, 7205 Goreway Dr
Malton L4T 2T9
General Inquiry (905)677-8546
Fax (905)677-2039
8:30 - 5:00

MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Toll Free 1-800-361-0897
Fax (905)897-0925
8:30 - 5:00

OAKVILLE
c/o Halton CAS
1st Flr, 465 Morden Rd
Oakville L6K 3W6
General Inquiry (905)842-3565
Toll Free 1-800-665-9431
Fax (905)842-0218
8:30 - 5:00

ORANGEVILLE (PROBATION)
c/o Provincial Court
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)942-1771
Fax (519)942-3035

THISTLETOWN REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS
51 Panorama Crt
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078
8:30 - 5:00

EASTERN REGIONAL OFFICE - OTTAWA
2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959 (ODSP Income Support)
TTY (613)787-5264 (Employment Support)
Toll Free 1-800-267-5111
Fax (613)787-5252 (Employment Supports)
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (CVP, ODSP - Team 4)
Fax (613)787-6001 (HR, Eligibility Review, 2nd Flr)
8:30 - 4:30

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Toll Free 1-800-267-5111
Fax (613)787-3990
8:30 - 5:00

CHILDREN'S AND DEVELOPMENTAL SERVICES PROGRAMS

7th Flr, 10 Rideau St
Ottawa K1N 9J1
Fax (613)787-3990
8:30 - 5:00

Children's and Developmental Services Programs provides service directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children in need of protection, young offenders, children and adults with developmental disabilities and children requiring mental health supports.

LOCAL OFFICES

CORNWALL LOCAL OFFICE
3rd Flr, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)932-3381
Toll Free 1-800-565-5374
Fax (613)933-0354 (3rd Flr ODSP)
Fax (613)932-1597
8:30 - 5:00

HAWKESBURY LOCAL OFFICE
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 5:00

PEMBROKE LOCAL OFFICE
3rd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
TTY (613)735-7005
Toll Free 1-800-735-7005
Fax (613)735-6256
8:30 - 5:00

BARRY'S BAY SATELLITE OFFICE
Renfrew County Health Unit
6 Dunne St
PO Box 40
Barry's Bay K0J 2B0
General Inquiry (613)756-3506
8:30 - 4:30

RENFREW SUB OFFICE
357 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4886
TTY (613)432-8584
Toll Free 1-800-267-5872
Fax (613)432-9872
8:30 - 5:00

MUNICIPAL PROGRAM AND COMMUNITY SERVICES

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-3990
8:30 - 5:00

Municipal Program and Community Services provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP, and Homelessness and Family Violence Programs.

ONTARIO DISABILITY SUPPORT PROGRAM
3rd Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
TTY 1-877-520-2228
Toll Free 1-800-267-5111 (ODSP Intake Line)
Fax (613)787-2382 (Team 2 & Team 4)
Fax (613)787-5291 (Team 3)
Fax (613)787-5252 (Employment Supports)
Fax (613)787-3262 (Team 5 & Intake)
Fax (613)787-5255 (ERO)
8:30 - 5:00

ODSP ELIGIBILITY REVIEW UNIT
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
Toll Free 1-800-267-5111
Fax (613)787-5255
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - EMPLOYMENT SUPPORT
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)267-5111
TTY (613)787-3959 (ODSP - Employment Support)
Toll Free 1-800-667-6190
TTY Toll Free 1-877-520-2328
Fax (613)787-5252
Fax (613)787-5291
8:30 - 5:00

PROBATION OFFICES

PROBATION SERVICES, CORNWALL
Suite 301, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)938-1581
Fax (613)938-5052
8:30 - 4:30

PROBATION SERVICES, HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1172
Fax (613)632-6805
8:30 - 5:00

PROBATION SERVICES, OTTAWA
1980 Ogilvie Rd
PO Box 175
Gloucester K1J 9L3
General Inquiry (613)742-0722
Fax (613)742-0721
8:30 - 5:00

PROBATION SERVICES, PEMBROKE
2nd Flr, 77 Mary St
Pembroke K7A 5V4
General Inquiry (613)735-1073
Fax (613)735-6256
8:30 - 4:30

RIDEAU REGIONAL CENTRE - SMITHS FALLS
PO Box 2000
Smiths Falls K7A 4T7
General Inquiry (613)284-0123
Fax (613)284-2753 (Manager, Buildings and Plant)
Fax (613)284-0361 (Manager, Material Services)
Fax (613)283-3463 (Administrator)
Fax (613)284-0279 (Director, Client Services - Clinical Lead)
Fax (613)284-8068 (Director, Employee Services)
8:15 - 4:30

SPECIAL SERVICES AT HOME
7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Toll Free 1-800-267-5111
8:30 - 4:30

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
TTY (905)546-8276
TTY Toll Free 1-866-221-2229
Fax (905)546-8284 (Income Support and Employment Supports)
Fax (905)521-7736 (Human Resources)
Fax (905)521-7303 (ODSP Management)
Fax (905)546-8277 (Regional Director, Municipal Services Unit)
Fax (905)521-7565 (Probation Services)
Fax (905)521-7442 (Business Unit/Information Technology & Employment Support Specialists)
Fax (905)546-8247 (Community Programs Unit)
8:30 - 5:00

LOCAL OFFICES

BRANTFORD - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
3rd Flr Suite 302, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790x303 (Employment Supports)
(519)756-5790 (Income Support)
TTY (519)756-3693
TTY Toll Free 1-888-814-7005
Fax (519)756-2320
8:30 - 5:00

HAMILTON - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
(905)521-7549 (Employment Supports)
TTY (905)546-8276
Toll Free 1-800-561-0369 (Employment Supports)
TTY Toll Free 1-866-221-2229
Fax (905)521-7303 (ODSP Management)
Fax (905)546-8284 (Employment Supports Specialists)
Fax (905)546-8284 (Income Support)
Fax (905)546-8277 (Regional Director, Municipal Services)
8:30 - 5:00

SIMCOE - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORT
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

ST CATHARINES - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Mezzanine
301 St Paul St
St Catharines L2R 7R4
(905)688-3022 (Income Support)
(905)688-3022 (Employment Supports)
TTY (905)688-1140
Toll Free 1-800-263-5413
Fax (905)688-2904
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

BRANTFORD, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
3rd Flr Suite 302, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Fax (519)756-2320
8:30 - 5:00

HAMILTON, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
Ellen Fairclough Bldg
8th Flr Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:30 - 5:00

SIMCOE, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)428-0380
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

ST CATHARINES, COMMUNITY PROGRAMS
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
(905)704-3209 (SSAH/ACSD)
Toll Free 1-877-995-1499
Fax (905)704-3222
8:30 - 5:00

ST CATHARINES, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
Fax (905)704-3222
8:30 - 5:00

NORTH EAST REGIONAL OFFICE
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5044 (Human Resources Unit)
Fax (705)474-3830 (Administration and Probation Units)
Fax (705)474-5815 (Regional Unit)
Fax (705)474-3825 (Program Unit)
8:30 - 5:00

NORTH EAST REGION
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-5815 (Regional Unit)
Fax (705)474-3825 (Program Unit)
8:30 - 5:00

LOCAL OFFICES

BRACEBRIDGE ONTARIO DISABILITY SUPPORT PROGRAM, EMPLOYMENT SUPPORTS
280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
TTY (705)645-7904
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00

PROBATION

BRACEBRIDGE - YOUNG OFFENDER PROBATION SERVICES
49 Pine St
Bracebridge P1L 1K8
General Inquiry (705)646-2781
(Bracebridge - Young Offender - Probation Services)
Fax (705)646-7616 (Probation Services)
8:30 - 5:00

NORTH BAY - YOUNG OFFENDER PROBATION SERVICES
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Fax (705)474-3830
8:30 - 5:00

PARRY SOUND - YOUNG OFFENDER PROBATION SERVICES
25 Church St
Parry Sound P2A 1Y2
General Inquiry (705)746-4016
Toll Free 1-800-465-8162 (Probation Services)
Fax (705)774-9548
8:30 - 5:00

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843 (Within Area Code 705)
Fax (705)235-1778 (Ontario Disability Support Program (ODSP))
Fax (705)235-1724 (Administration)
Fax (705)235-1705 (Community Program and Probation Services)
8:30 - 5:00

LOCAL OFFICES

NEW LISKEARD - YOUNG OFFENDER PROBATION SERVICES
Centre Boreal
63 Scott St
PO Box 2260
New Liskeard P0J 1P0
(705)647-7134 (Young Offender Probation Services)
Fax (705)647-7467
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

HEARST - YOUNG OFFENDER PROBATION SERVICES
613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)362-5145 (Hearst - Young Offender Probation Services)
Fax (705)372-1685
8:30 - 5:00

KIRKLAND LAKE - ONTARIO DISABILITY SUPPORT PROGRAM - EMPLOYMENT SUPPORTS
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
TTY (705)567-4645
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 5:00

KIRKLAND LAKE - YOUNG OFFENDER PROBATION SERVICES
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961 (Kirkland Lake - Young Offender Probation Services)
Fax (705)567-5011
8:30 - 5:00

TIMMINS DISTRICT - YOUNG OFFENDER PROBATION SERVICES
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
Toll Free 1-800-461-9843
Fax (705)235-1705
8:30 - 5:00

NORTHERN REGIONAL OFFICE - SUDBURY
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-265-1222
Fax (705)564-3099
8:30 - 5:00

KENORA LOCAL OFFICE
808 Robertson St
Postal Bag 5400
Kenora P9N 3X9
General Inquiry (807)468-2400
Toll Free 1-800-268-2970
Fax (807)468-2499 (Income Support)
Fax (807)468-2443 (Probation/HR/Admin)
Fax (807)468-2449 (Community Programs)
8:30 - 5:00

LOCAL OFFICES

FORT FRANCES SATELLITE OFFICE
338 Scott St
Postal Bag 782
Fort Frances P9A 3N1
General Inquiry (807)274-9846
Toll Free 1-800-668-1415
Fax (807)274-2572
8:15 - 4:30

SIOUX LOOKOUT
51 Prince St
PO Box 338
Sioux Lookout P8T 1A5
General Inquiry (807)737-3813
Toll Free 1-800-465-9204
Fax (807)737-2363
8:15 - 4:30

SAULT STE MARIE LOCAL OFFICE
Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Toll Free 1-800-263-3347 (Northern Bursary Program)
Fax (705)253-2082
8:30 - 5:00

ELLIOT LAKE - ONTARIO DISABILITY SUPPORT PROGRAM
151 Ontario Ave
Elliot Lake P5A 2T2
General Inquiry 1-800-825-7593
TTY (705)848-9553
Fax (705)848-4467
8:30 - 4:45

ELLIOT LAKE - PROBATION SERVICES
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry 1-800-825-7643
Fax (705)848-1301
8:30 - 4:45

ONTARIO DISABILITY SUPPORT PROGRAM
345 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 5:00

SAULT STE MARIE - PROBATION UNIT
Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Fax (705)253-2082
8:30 - 5:00

SUDBURY LOCAL OFFICE
Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30 - 5:00

LOCAL OFFICES

LITTLE CURRENT- ONTARIO DISABILITY SUPPORT PROGRAM
28 Water St E
Little Current P0P 1X0
TTY (705)368-1316
Toll Free 1-800-895-5894
Fax (705)368-0240
8:30 - 5:00

SUDBURY - ONTARIO DISABILITY SUPPORT PROGRAM
Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
(705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

ESPANOLA- PROBATION
148 Fleming St
Suite 4, PO Box 1090
Espanola P5E 1E1
Toll Free 1-800-567-4535 (Probation)
Fax (705)869-4041
8:30 - 5:00

SUDBURY - PROBATION
Suite 501, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4515
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00

THUNDER BAY LOCAL OFFICE
1st Flr, 435 S James St
Thunder Bay P7E 6S9
General Inquiry (807)473-3130
TTY (807)473-3151
TTY Toll Free 1-800-544-6443
Fax (807)475-1475 (Direct Services)
Fax (807)475-1295 (Program Management)
8:30 - 5:00

GERALDTON PROBATION SERVICES
208 Beamish Ave W
PO Box 1029
Geraldton P0T 1M0
General Inquiry (807)854-1840
Toll Free 1-800-267-7706
Fax (807)854-0705
8:30 - 5:00

SOUTH EAST REGIONAL OFFICE - KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Fax (613)536-7272 (General)
Fax (613)536-7300 (Regional Director's Office)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - BELLEVILLE
199 Dundas St E
PO Box 816
Belleville K8N 5B5
General Inquiry (613)962-9562
TTY (613)962-2927
Toll Free 1-800-267-4355
Fax (613)966-9788
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - BROCKVILLE
Brockville Commercial Ctr
Suite 205, 51 King St E
Brockville K6V 1A8
General Inquiry (613)345-1200
Fax (613)345-1332
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - KINGSTON
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)545-4532
Toll Free 1-800-267-0236
Fax (613)545-4550
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - SMITHS FALLS
Unit 97, 91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-1165
TTY (613)283-1256
Toll Free 1-800-283-1121
Fax (613)283-1121
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

BELLEVILLE - PROBATION SERVICES
Suite 103, 121 Dundas St E
Belleville K8N 1C3
(613)967-2011 (General Inquiry & Probation Officers)
Toll Free 1-800-465-5791
Fax (613)967-2009
8:30 - 5:00

BROCKVILLE - PROBATION SERVICES
Suite 202, 51 King St E
Brockville K6V 1A8
(613)345-1200 (General Inquiry & Probation Officers)
Toll Free 1-800-267-0834
Fax (613)345-8009
8:30 - 5:00

KINGSTON - PROBATION SERVICES
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7270
Toll Free 1-800-646-3209
Fax (613)536-7272
8:30 - 5:00

PROGRAM COMPLIANCE AND REVIEW
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)545-4532
Fax (613)545-4550
8:30 - 5:00

SOUTH WEST REGIONAL OFFICE - LONDON
Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510
Fax (519)679-7079 (Probation)
Fax (519)672-4683 (ODSP)
Fax (519)438-7702 (Municipal First Nation)
Fax (519)438-7703 (Human Resoures)
8:30 - 5:00

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
Fax (519)858-3935
8:30 - 4:30

LOCAL OFFICES

CHATHAM
2nd Flr, 48 Fifth St S
Chatham N7M 4V7
General Inquiry (519)352-5040
TTY (519)352-6008
Fax (519)352-2813
8:30 - 5:00

CLINTON - HURON COUNTY
100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-7060
Toll Free 1-800-265-3955
Fax (519)482-9760
8:30 - 5:00

OWEN SOUND
2nd Flr, 945 3rd Ave E
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
(519)376-8191 (Voicemail System)
TTY (519)376-3307
Toll Free 1-800-567-8929 (Province-Wide)
Fax (519)376-4254
Fax (519)376-4544 (ODSP/Probation)
8:30 - 5:00

SARNIA
720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3735
TTY (519)337-4804
Toll Free 1-800-663-7633
Fax (519)337-7122
8:30 - 5:00

ST THOMAS - ELGIN COUNTY
3rd Flr, 427 Talbot St
PO Box 309
St Thomas N5P 3T9
General Inquiry (519)631-3032
TTY (519)637-2217
Toll Free 1-800-561-3886
Fax (519)631-9174
8:30 - 5:00

STRATFORD - PERTH COUNTY
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-1530
TTY (519)271-0124
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30 - 5:00

WINDSOR OFFICE
Ontario Government Bldg
1st Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-4850 (Windsor)
Toll Free 1-800-419-4919 (Windsor)
Fax (519)255-1152
Fax (519)255-7976 (ODSP)
Fax (519)254-3691 (Probation)
8:30 - 5:00

WOODSTOCK - OXFORD COUNTY
93 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-5579
TTY (519)537-8429
Toll Free 1-800-461-7296
Fax (519)537-8529
8:30 - 5:00

PROBATION SERVICES (LONDON OFFICE)
3rd Flr W, 217 York St
London N6A 5R1
General Inquiry (519)438-5111
Fax (519)679-7079
8:30 - 5:00

SOUTHWESTERN REGIONAL CENTRE
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours

TORONTO REGIONAL OFFICE
8th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-0541
8:30 - 5:00

CHILDREN'S SERVICES UNIT
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
Fax (416)325-5735
8:30 - 5:00

CHILD CARE PROGRAMS
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0622
8:30 - 5:00

CHILDREN'S PROGRAMS
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0582
8:30 - 5:00

PROBATION SERVICES

CENTRAL TORONTO PROBATION
Ground Flr, 40 Wellesley St E
Toronto M4Y 1G4
General Inquiry (416)314-8550
Fax (416)314-8560
8:30 - 5:00

EAST TORONTO PROBATION
2nd Flr, 2500 Lawrence Ave E
Scarborough M1P 2R7
General Inquiry (416)314-8400
Fax (416)314-8399
8:30 - 4:45

NORTH TORONTO PROBATION
Unit 6, 3200 Dufferin St
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 4:45

WEST TORONTO PROBATION
Suite 300, 5464 Dundas St W
Etobicoke M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842
8:30 - 5:00

YOUTH COURT
Rm 145, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)325-5801
Fax (416)326-0693
8:30 - 4:45

YOUNG OFFENDER SERVICES
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0610
Fax (416)325-5736
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
7th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)325-0500
8:30 - 5:00

LOCAL OFFICES

1870 WILSON AVENUE
1870 Wilson Ave
North York M9M 1A5
General Inquiry (416)325-5900
TTY (416)325-5846
Fax (416)325-5901 (Income Maintenance)
Fax (416)325-5946 (Administration)

2195 YONGE STREET
9th Flr, 2195 Yonge St
Toronto M7A 1G1
General Inquiry (416)314-6514
Fax (416)314-6649 (Administration)
Fax (416)314-6769 (Income Maintenance)
8:30 - 4:45

385 YONGE STREET
385 Yonge St
Toronto M5A 3A4
General Inquiry (416)314-5700
TTY (416)314-3393

770 BIRCHMOUNT ROAD
Unit 30, 770 Birchmount Rd
Scarborough M1K 5H3
General Inquiry (416)325-0123
TTY (416)326-7290
Fax (416)325-0175

815 DANFORTH AVENUE
2nd Flr, 815 Danforth Ave
Toronto M4J 1L2
General Inquiry (416)314-5700
TTY (416)314-3393
Fax (416)314-3843
8:30 - 4:45

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424

The Social Assistance and **Employment** Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Ontario Works Branch; and the Ontario Disabilities Support Program Branch.

EMPLOYMENT SUPPORTS UNIT

4th Fl, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-1880
Fax (416)326-1735
8:30 - 4:45

The Employment Supports Unit is responsible for policy development, program design and implementation planning for the employment supports component of the Ontario Disability Support Program. The employment supports component is designed to help people with disabilities to prepare for, obtain or maintain employment.

INCOME SUPPORT POLICY UNIT

4th Fl, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-1880
Fax (416)326-1735
8:30 - 4:45

The Income Support Policy Unit is responsible for ODSP income support, policy development, program design and implementation planning for the Ontario Disability Support Program.

PROGRAM SUPPORT, COMPLIANCE AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200 (Fraud Control)
General Inquiry (416)325-5308 (Program Support)
Fax (416)326-6610 (Fraud Control)
Fax (416)325-5266 (Program Support)
8:30 - 4:45

The Program Support Section of the Program Support, Compliance and Fraud Control Unit is responsible for ensuring that necessary program changes are made so that programs continue to meet the needs of recipients and reflect government direction. It is also responsible for specific cross cutting policy and program areas. The Compliance Section promotes program integrity through the development and maintenance of accountability frameworks and monitoring processes for Social Assistance programs in the province. The Fraud Control section provides corporate level support to social assistance fraud control initiatives. It is responsible for: the operation of the Welfare Fraud Hotline; the Welfare Fraud Control Database; the development of information sharing agreements; the monitoring of fraud control activities and prevention; and consultation and support services for field offices.

SPECIAL PROJECTS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5307
Fax (416)325-5266
8:30 - 4:45

The Special Projects Unit is responsible for selected cross-cutting issues in the social assistance area; participating with the Corporate Policy and Intergovernmental Affairs Branch on wider ministry policy issues; writing briefing notes; working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibilities; and participating in ministry project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)314-8503
8:30 - 4:45

The Statistics and Analysis Unit is responsible for multiyear social assistance caseload and expenditure forecasting, including Local Services Realignment forecasts, social assistance statistical information (Ontario Works and Ontario Disability Support Program), monthly caseload data, participation statistics, disability determination, fraud statistics,quality control and reconciliation of municipal data, research and in-depth analysis of social assistance and labour market trends.

ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777
8:30 - 5:00

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

AGENCIES, BOARDS AND COMMISSIONS

SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00

On June 1, 1998 a new social assistance **appeal** tribunal was created called the Social Benefits Tribunal. The Tribunal will eventually replace the Social Assistance Review Board. This Tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The Tribunal has jurisdiction to hear appeals regarding the refusal to grant a benefit, the suspension or cancellation of a benefit, the reduction of a benefit or the amount of a benefit as set out in the Ontario Works Act, 1997 and the Ontario Disability Support Plan Act, 1997. Hearings are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-5104
Toll Free 1-800-387-5655
Fax (416)326-5135
8:30 - 5:00

The Social Assistance Review Board is an independent body that holds province-wide hearings of **appeal**s by individuals regarding decisions on General **Welfare** Assistace (GWA), Vocational Rehabilitation Services (VRS) and Family Benefts (FBA).

ACTS

Charitable Institutions Act, R.S.O. 1990, c. C9
Child and Family Services Act, R.S.O. 1990, c. C.11
Child and Family Services Amendment Act (Child Welfare Reform), 1990, S.O. 1999, C.2
Day Nurseries Act, R.S.O. 1990, c. D.2
Developmental Services Act, R.S.O. 1990, c. D.11
District Welfare Administration Boards Act, R.S.O. 1990, c. D15
Family Benefits Act, R.S.O. 1990, c. F2
Homes for Retarded Persons Act, R.S.O. 1990, c. H.11
Indian Welfare Services Act, R.S.O. 1990, c. I.4
Intercountry Adoption Act, 1998, S.O. 1998, c.29
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ontario Disability Support Program Act, 1997, S.O. 1997, c.25, Schedule B
Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A
Prevention of Unionization Act (Ontario Works), 1998, S.O. 1998, c.17
Social Assistance Reform Act, 1997, S.O. 1998, c.25
Social Work and Social Service Work Act, 1998, S.O. 1998, c.31
Soldiers' Aid Commission, R.S.O. 1960, c.377

MINISTRY OF CONSUMER AND BUSINESS SERVICES

250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
TTY (416)326-8566
Toll Free 1-800-268-1142
www.cbs.gov.on.ca

The Ministry of Consumer and Business Services promotes a fair, safe and informed marketplace that supports a competitive economy in Ontario. It provides individuals and businesses greater choice in how, when and where they access government services and products. Through programs like Ontario Business Connects, Publications Ontario and Government Information Counters, we are working to provide better services for businesses and individuals. MCBS sets standards of conduct for businesses; promotes consumer rights; investigates questionable business practices; registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownership, and personal property. Alcohol and Gaming Commission regulates beverage alcohol and ensures integrity in the gaming sector; Ontario Film Review Board classifies films and videos; Office of the Athletics Commissioner sanctions all boxing and wrestling events; Licence Appeal Tribunal hears appeals in a variety of areas.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8525
Fax (416)326-8543
Fax (416)326-8387
www.cbs.gov.on.ca
8:30 - 6:00

The Communications Services Branch presents the ministry as a responsive, innovative world leader in customer service and consumer protection by delivering quality products for a fair, safe, dynamic and informed marketplace. The branch assists in the design and management of enterprise-wide, integrated electronic and counter-based service delivery systems and assists in developing strategic communications plans and products for the public. The branch informs the public, client groups and media of the ministry's activities through the preparation and distribution of news releases, newsletters, brochures and other publications, and speeches and statements. The General Inquiry Unit offers a bilingual 24-hour automated-voice system, providing information on ministry programs. Operators are available 8:30 a.m. to 5:00 p.m.

Services offered to the Public:
General Inquiry Unit

INTERNAL AUDIT SERVICES

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-9500
Fax (416)314-9517
8:30 - 5:00

Internal Audit Services assists the Deputy Minister and ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing

recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-8845 (Condominium Act)
(416)314-5180 (Personal Property Security Registration)
(416)314-5180 (Real Property Registration)
(416)326-8455 (Business Practices)
(416)314-5180 (Property Law)
(416)314-5182 (Company Law)
Fax (416)326-8456
Fax (416)314-5179
8:30 - 5:15

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and business statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices, electronic service delivery and integrated service delivery.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
www.cbs.gov.on.ca
8:00 - 5:00

The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy, Science and Technology; and, Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

INTEGRATED SERVICE DELIVERY DIVISION

Eaton Tower
20th Floor, 250 Yonge St
Toronto M5B 2N5
(416)326-2980 (Branch Directors)
(416)326-6205 (ADM's Office)
Fax (416)326-5106
www.cbs.gov.on.ca/Online_Services
8:00 - 5:00

The Integrated Service Delivery Division has a mandate to provide individuals and businesses with greater choice in how, when and where they access Government services by designing and managing an integrated, customer-centered delivery system on behalf of the Ontario Government.

BUSINESS DEVELOPMENT BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0402

Business Development Branch is responsible for liaison with client ministries and other jurisdictions to identify and develop new opportunities for integrated service delivery of government information and services to individuals, businesses and other organizations.

CONTRACT/SERVICE MANAGEMENT BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1864

Contract/Service Management Branch is responsible for procurement, negotiation and maintenance of contractual relationships with private sector service providers for the delivery of integrated government services. It develops and manages the division's service agreements and partnerships with OPS ministries and other jurisdictions.

ESD IMPLEMENTATION (INDIVIDUALS)

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0121

Electronic Service Delivery Implementation Branch for Individuals, through strategic private sector partnerships and/or contracts, builds and operates electronic service delivery channels (internet, telephone and public access terminals) and builds up an array of services aligned with the over-the-counter strategy. It assists ministries and other jurisdicitions in planning and implementing integrated electronic service delivery systems/solutions.

INFORMATION AND SERVICES BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)327-2369
Fax (416)326-3226
8:30 - 5:00

Information and Services Branch manages the operation of direct service delivery of an integrated client contact centre (Access and Inquiry Services), a network of Government Information Centres providing over-the-counter information and referral services in 57 communities, and Publications Ontario.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00

Access and Inquiry Services provides public access to government information. The section is made up of four units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, Databases and Directories (D&D) and Blue Pages.

ACCESS ONTARIO

Ottawa Courthouse Bldg
2nd Level, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630 (Ottawa)
TTY (613)566-2235 (Ottawa - TTY/Teletypewriter users only)
Toll Free 1-800-268-8758
Fax (613)566-2234 (Ottawa)
8:00 - 5:00

Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides a one-number access point to information on government programs and services, location and staff. It acts as a resource for Government offices, MPP constituency offices, Community Information Centres, private organizations and the public. Two Ontario **Business** Connects terminals are available for business **registration**s. Access Ontario offers a range of free and priced **publications**, and sells **hunting** and **fishing licence**s.

BLUE PAGES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
(416)327-2993 (Blue Pages Control Desk)
Fax (416)314-3603
www.gov.on.ca/MBS/english/bluepages
8:30 - 5:00

The Blue Pages are the government listings found in every telephone book across the province. These listings are intended to help the public access Ontario government services and programs. Each ministry has designated an individual as Blue Pages Coordinator, responsible for the content and accuracy of their ministry's information.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408 (TTY/Teletypewriter users only)
Toll Free 1-800-267-8097 (General Inquiry)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00 ♿

Citizens' Inquiry Bureau provides a **bilingual information and referral service**. Services are provided by telephone, over-the-counter and using the feedback form on the corporate Web site.

DATABASES AND DIRECTORIES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)327-3642
Fax (416)327-3652
www.infogo.gov.on.ca
8:30 - 5:00 ♿

Databases and **Directories** collects and assembles information about the Ontario government that is provided to the public. The section administers the PACE (Public Access Corporate Enquiry) database that contains information about government personnel, offices and services for the Internet and Intranet through INFO-GO; and hard copy publications in the Government of Ontario Telephone Directory, the KWIC Index to Services and the Freedom of Information Directory of **Records**.

PUBLICATIONS ONTARIO

Main Flr, 50 Grosvenor St
Toronto M7A 1N8
(416)326-5300 (To Order Publications by Telephone)
Toll Free 1-800-668-9938 (To Order Publications by Telephone)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 5:00 ♿

Publications Ontario is the primary distributor of government publications to the public, public libraries, businesses, and government ministries. Approximately 10,000 titles are listed in its database, including **Hansard**, the Ontario **Gazette**, **legislation** (**bills**, statutes and **regulations**) and related publications. Customers can shop in person, by telephone, mail order or through the Publications Ontario On-Line (POOL) Web site. All major credit cards and government purchase cards are accepted. Publications Ontario is responsible for copyright administration on behalf of the Queen's Printer for Ontario, and for the Government Publications Directive.

COPYRIGHT UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5153 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00

The **Copyright** Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

CUSTOMER SERVICE AND MARKETING UNIT

Main Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5300 (Telephone Order)
8:30 - 5:00

Customer Service and Marketing Unit provides walk-in **bookstore** service, carrying a large selection of government titles and products (souvenirs). Visa and Mastercard are accepted. It also provides call centre functions.

PUBLISHING SUBSCRIPTION AND INTERNET SERVICES

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5310 (Ontario Gazette, Hansard, Sessional Subscriptions)
Fax (416)326-4648
8:30 - 5:00

Publishing Subscription and Internet Services coordinates printing and publishing of Ontario Statutes and Regulations; and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It also manages the Ontario **Gazette** subscriptions and ensures public access to government **documents** through the Depository Library system of 500+ libraries. In addition the unit develops and maintains Internet services: EOCOS, a **research** and ordering site restricted to libraries; PICC, a restricted ordering site for all Government Information Centres; Third Party Site, a restricted ordering site for Third Party Bookstores; POOL, a public on-line e-commerce and information site; and an on-line Ontario Gazette site.

ONTARIO BUSINESS CONNECTS

3rd Flr, 393 University Ave
Toronto M5G 1E6
TTY (416)326-8566
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125
www.cbs.gov.on.ca/obc
8:30 - 5:00

Ontario **Business** Connects (OBC) is a government initiative to simplify and streamline the existing **registration** and reporting process in Ontario. OBC manages a network of self-help computer workstations, located throughout the province. New businesses and existing **corporations** can prepare their registrations using these workstations and electronically transmit them to the different ministries involved with starting or expanding a business. Individuals starting an incorporated business can register their **Business Name** instantly and complete four of the most commonly

required applications: **Retail Sales Tax Vendor Permit**, Employer Health Tax, Health Tax for the Self Employed, and Workplace Safety and **Insurance Board** at the workstations. Clients can instantly renew their Business Name registration and apply for the Federal Business Number. OBC is also responsible for implementing a government strategy to transform service delivery to the business community in Ontario.

Services offered to the Public:
Ontario Business Connects

SERVICE DELIVERY STRATEGY BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205

Service Delivery Strategy Branch develops strategies and priorities for providing access to government information, referral to experts and routine transaction processing through an integrated service delivery system consisting of electronic and over-the-counter channels. The strategic agenda includes a time limited (two-year) project for developing and spearheading the implementation of an over-the-counter strategy for Ontario. This project will coordinate/rationalize services from a province-wide network of counters including: stand-alone ministry offices (approx. 1500), private sector counters providing government services, the Government Information Counters, and federal and municipal counters.

POLICY AND CONSUMER PROTECTION SERVICES DIVISION

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00

The Policy and Consumer Protection Services Division constitutes three areas: the Marketplace Standards and Services Branch, Policy Branch and the Sector Liaison Branch.

MARKETPLACE STANDARDS AND SERVICES BRANCH

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00

The Marketplace Standards and Services Branch consists of five sections: Investigations, Compliance, Registration and Licensing, Consumer Services and Finance, Systems and Administration. The branch registers and regulates **businesses** under a number of business statutes; processes consumer complaints; investigates alleged infractions; inspects registrants under all Acts dealing with consumer protection; monitors and educates the marketplace; licenses all professional combative sports in Ontario and issues licences to theatres, video, DVD, film distributors and video retailers.

CONSUMER SERVICES AND COMPLIANCE SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
Toll Free 1-800-268-1142
8:30 - 5:00

The compliance activity is carried out under the authority of various **business registration**/public protection statutes to ensure the provisions (e.g.: registration requirements, trust account maintenance, etc.) of these statutes are complied with by sector business.

CONSUMER SERVICES

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Toll Free 1-800-268-1142
8:30 - 5:00

Consumer Services is responsible for mediating/handling **consumer complaints** for both general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business** and emerging trends in the marketplace.

INVESTIGATIONS OFFICE

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8633
8:30 - 5:00

The Investigations Office investigates alleged infractions of ministry statutes.

REGISTRATION AND LICENSING OFFICE - COLLECTIONS, REPOSSESSIONS, CREDIT REPORTING

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-268-1142 (Province-Wide)
Fax (416)326-8810
8:30 - 5:00

The **Registration** and **Licensing** Office oversees the registration and licensing functions for the Marketplace Standards and Services Branch in respect of the Athletics Control Act, **Bailiffs** Act, **Cemeteries** Act (Revised), **Collection Agencies** Act, **Consumer** Reporting Act, Paperback and **Periodical** Distributors Act and the Theatres Act. In addition the Office processes applications for exemptions under the Arthur Wishart Act (Franchise Disclosure), 2000.

Services offered to the Public:
Cemeteries Regulation
Registration under the Collection Agencies Act

THEATRES REGULATION UNIT

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00

The **Theatre**s Regulation Unit administers the Theatres Act, which regulates movie theatres, **film** and video distributors and video retailers. The office also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:
Theatres Administration

ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct of professional combative **sports** in Ontario. The Commissioner issues licenses to professional **boxers**, **kickboxers**, **wrestlers** and officials involved in these sports.

Services offered to the Public:
Athletics Control Act

CEMETERIES REGULATION SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393
Fax (416)326-8406
8:30 - 5:00

The **Cemeteries** Regulation Section administers the Cemeteries Act (Revised) which regulates the operation of cemeteries, **crematoria**, **mausolea**, **columbaria** and cemetery salespersons. The office issues licenses under the Act and oversees the reporting of burial sites, handles **consumer complaints** regarding cemeteries, reviews changes to cemetery by-laws and prices, and monitors trust accounts holding prepayment for care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation

DEBT RECOVERY REGULATION UNIT

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-268-1142
Fax (416)326-8810
8:30 - 5:00

The Debt Recovery Regulation Unit administers the Bailiffs Act, the Collection Agencies Act, the Consumer Reporting Act and the Paperback and Periodical Distributors Act under which Bailiffs, Collection Agencies, Collectors, Consumer Reporting Agencies, Personal Information Investigators and Paperback and Periodical Distributors are registered or appointed. The office maintains a central file of persons registered or appointed under these Acts.

POLICY BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:30 - 5:00

The Policy Branch is dedicated to providing policy direction in areas that cut across all of the Ministry's divisions, agencies, and administrative authorities, and touch every section and all programs that the Ministry delivers. The Branch's focus is to deliver a strategic and integrated approach to policy development and issues management within CBS.

SECTOR LIAISON BRANCH

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8884
Fax (416)326-8665
8:30 - 5:00

Sector Liaison Branch consists of three sections: Agency Relations, **Industry** Liaison and Teranet Liaison. The branch provides governance, accountability and relationship management services to the Ministry. Acting as the link between the ministry and its external community, the liaison branch is dedicated to overseeing and managing the relationships that the ministry has with a number of its service delivery partners. It coordinates ministry activities pertaining to industry self-management, in partnership with the Ontario Motor Vehicle, Real Estate and Travel Industry Councils of Ontario and the Technical **Standards** and **Safety** Authority and Electrical Safety Authority and the Vintners Quality Alliance. It liaises with the ministry's agencies - the Liquor Control Board of Ontario, the Alcohol and Gaming Commission of Ontario, and the Ontario Racing Commission. It encourages corporate-consistent policy making and issues management.

AGENCY RELATIONS SECTION

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00

Agency Relations Section works with the wine, distilled spirits, beer, horse racing, gaming and entertainment sectors to enhance industry competitiveness and promote economic growth.

INDUSTRY LIAISON SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00

Industry Liaison Section monitors the activities of the delegated authorities to which certain legislated functions have been delegated and manages the relationship between these authorities and the Ministry.

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
Mississauga L5R 3L5
General Inquiry (905)712-5361
Fax (905)507-9532
www.electricalsafety.on.ca
9:00 - 5:00

The **Electrical Safety** Authority (ESA) is responsible for ensuring compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and industrial markets. ESA inspects electrical devices and installations, investigates **complaint**s, approves electrical products and makes sure the code is current and includes the latest technology. If you have a question or complaint about electrical safety, contact The Electrical Safety Authority.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 110, 36 York Mills Rd
Toronto M2P 2C5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
www.omvic.on.ca
8:00 - 5:00

Ontario **Motor Vehicle** Industry Council deals with program delivery for the Motor Vehicle Dealers Act.

REAL ESTATE COUNCIL OF ONTARIO

East Tower
Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
www.reco.on.ca
9:00 - 5:00

Real Estate Council of Ontario deals with program delivery for the Real Estate and Business Brokers Act.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

Mutual Group Ctr West Tower
4th Flr, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)325-2000
Fax (416)326-1663
www.tssa.org
8:30 - 5:00

Technical **Standards** and **Safety** Authority deals with program delivery for **Amusement Devices** Act, **Boilers** and **Pressure Vessels** Act, **Elevating Devices** Act, **Energy** Act, **Gasoline** Handling Act, Operating **Engineers** Act, and the **Upholstered and Stuffed Articles** Act.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

West Tower
Suite 402, 2700 Matheson Blvd E
Mississauga L4W 4V9
Toll Free 1-888-451-8426
Fax (905)624-8631
www.tico.on.ca
8:00 - 5:00

Travel Industry Council of Ontario deals with program delivery for the Travel Industry Act.

REGISTRATION DIVISION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00

Registration Division **records land** ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

COMPANIES BRANCH

Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0843
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
8:30 - 5:00

Companies Branch registers **business name**s of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also

accept select **documents** under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic **registration** for business **names**, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:
Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

RESOURCE MANAGEMENT AND PROGRAM SUPPORT OFFICE

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-5111
8:30 - 5:00

The Resource Management and Program Support Office provides administrative, financial, planning and policy support to the Registration Division and its operating branches.

BOOKBINDING CENTRE

Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
Fax (416)325-8689
8:00 - 4:15

The Bookbinding Centre, Resource Management and Program Support Office, provides bookbinding services for Registration Division.

ONTARIO VITAL STATISTICS IMPROVEMENT PROJECT (ONVIP)

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4892
General Inquiry (807)343-7338 (Thunder Bay)
Fax (416)326-1841
Fax (807)343-7669 (Thunder Bay)
8:30 - 5:00

The Ontario Vital Statistics Improvement Project (ONVIP) is responsible for change management activities at the Office of the Registrar General. The project encompasses initiatives such as developing a new technological platform, redesigning the business process of the ORG and modernizing the legislative framework.

REGISTRAR GENERAL BRANCH

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
(416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411
Fax (807)343-7459 (Applications Only With Credit Card Payment)
8:30 - 5:00

The Registrar General Branch registers **births**, **deaths**, **marriages**, still-births, **adoption**s and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. Premium, same day service for walk-in clients is available in nine locations across Ontario. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage.
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL

Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:30 - 5:00

The Public Office, Registrar General provides walk-in service only.

Services offered to the Public:
Certificates, Certified copies of vital event registrations

WALK-IN SERVICE - BRAMPTON
1st Flr, 7765 Hurontario St
Brampton L6W 4S8
8:30 - 5:00

WALK-IN SERVICE - HAMILTON
Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00

WALK-IN SERVICE - LONDON
Unit J, 80 Dundas St
London N6A 6A7
8:30 - 5:00

WALK-IN SERVICE - NORTH BAY
Courthouse
360 Plouffe St
North Bay P1B 9L5
8:30 - 5:00

WALK-IN SERVICE - OTTAWA
Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00

WALK-IN SERVICE - SUDBURY
Suite 301, 199 Larch St
Sudbury P3E 5P9
8:30 - 5:00

WALK-IN SERVICE - THUNDER BAY
2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
8:30 - 5:00

WALK-IN SERVICE - WINDSOR
3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
8:30 - 5:00

WALK-IN SERVICE - WHITBY
590 Rossland Rd E
Whitby L1N 9G5
8:30 - 5:00

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0487 (Public Office)
Fax (416)325-0486 (Director's Office)
8:30 - 5:00

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail, however, Electronic registrations and searches are the primary means of access. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System
Used Vehicle Information Package

MAILED-IN REGISTRATIONS AND INQUIRIES: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
PO Box 21100 Stn A
Toronto M5W 1W6

PUBLIC OFFICE: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
University Ctr
2nd Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00

The **Real Property Registration** Branch (RPR) manages and operates 55 Land Registry Offices throughout Ontario which register, store and manage **documents**, **deeds**, **mortgages** and plans of survey. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, Teraview gateway system. Electronic registration via Teraview is available in London, Ontario. You may call Teranet at 1-800-208-5263.

Services offered to the Public:
Province of Ontario Land Registration Information System
Real Property - Access to database, searches, etc.
Registration of Real Property under either Registry Act or Land Titles Act

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5599
Fax (613)531-5598
8:30 - 5:00

GTA REGIONAL OFFICE
4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 302, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4111
Fax (705)564-4354
8:30 - 5:00

WESTERN REGIONAL OFFICE
Courthouse
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7767x3
Fax (519)675-7771
8:30 - 5:00

BUSINESS IMPROVEMENT TEAM

4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4880
Fax (416)314-4899
8:30 - 5:00

Real Property Registration, in conjunction with its private sector partner Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 55 land registry offices across the province. This unit is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support.

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registration registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land **Information Service**s, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00

Alexandria Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00 ♿

Almonte Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Lanark. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The land registration records in Almonte are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

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BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00 ♿

Barrie Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are being automated. Access to electronically search automated records is available in this

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office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-4597
Fax (613)968-3606
8:30 - 5:00

Belleville Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the office of the Registrar General and have their order mailed to Thunder Bay for action.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N
Bracebridge P1L 2E7
General Inquiry (705)645-4415
Fax (705)645-7826
8:30 - 5:00

Bracebridge Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
8:30 - 5:00

Brampton Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)

Courthouse
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
(519)752-5571 (Personal Property Security Registration)
Fax (519)752-0273
8:30 - 5:00

Brantford Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. Some of the land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)

7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00

Brockville Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following

additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)

10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00

Cayuga Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00

Chatham Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)

Fleming Bldg
Suite 105, 1005 William St
Cobourg K9A 5J4
General Inquiry (905)372-3813
Fax (905)372-4758
8:30 - 5:00

Cobourg Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Courthouse
149 4th Ave
PO Box 580
Cochrane P0L 1C0
General Inquiry (705)272-5791
Fax (705)272-2951
8:30 - 5:00

Cochrane Land Registry Office provides registration and client self-serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00

Cornwall Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)

353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00

Fort Frances Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00

Goderich Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects. The Land Registration Records have been automated. Some cottages ancas remain in the paper system under the Registry Act. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)

Courthouse
27 Phipps St
Postal Bag #5
Gore Bay P0P 1H0
General Inquiry (705)282-2442
Fax (705)282-3245
8:30 - 5:00

Gore Bay Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3372
Fax (519)826-3373
8:30 - 5:00

Guelph Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)

375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00

Haileybury Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)

Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00

Hamilton Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAWKESBURY LAND REGISTRY OFFICE (PRESCOTT #46)

179 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)636-0314
Fax (613)636-0772
8:30 - 5:00

Hawkesbury Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)

220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00

Kenora Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)

1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00

Kingston Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)

3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6043
Fax (519)571-6067
8:30 - 5:00

Kitchener Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions,

order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)

Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00

Lindsay Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)

Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
(519)675-7612 (Personal Property Security Registration)
Fax (519)675-7611
8:30 - 5:00

London Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Remote electronic searching and document submission are available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

METROPOLITAN TORONTO LAND REGISTRY OFFICE #64

Atrium on Bay
3rd Flr Suite 321, 20 Dundas St W
PO Box 108
Toronto M5G 2C2
General Inquiry (416)314-4400
Fax (416)314-5875
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self-serve search services under the Registry Act for properties registered under this Act in the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated and converted to Land Titles progressively. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

METROPOLITAN TORONTO LAND REGISTRY OFFICE (LAND TITLES #66)

Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self-serve search services under the Registry Act for properties registered under Land Titles for the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

MILTON LAND REGISTRY OFFICE (HALTON #20)

491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00

Milton Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Access to electronically search automated records is available in this office. A regulation was passed in 2000 making electronic registration of document optional in Halton. The second regulation is expected to be passed in the year 2001 making electronic registration of documents mandatory. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)

Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00

Minden Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)

#8 5th St
PO Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
Fax (613)543-4541
8:30 - 5:00

Morrisburg Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Dundas.

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)

Dale's Plaza
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00

Napanee Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)

Courthouse
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-1561
Fax (905)895-6517
8:30 - 5:00

Newmarket Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)

Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)474-2270
Fax (705)495-8511
8:30 - 5:00

North Bay Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the

following additional services: Personal Property Security Registration registrations and inquiries services, certified copies of registrations on behalf of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)

County Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00

Orangeville Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)

Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00

Ottawa Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)

East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00

Owen Sound Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)

28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00

Parry Sound Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
Fax (613)732-0297
8:30 - 5:00

Pembroke Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)

Robinson Pl South Tower
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1342
Fax (705)755-1343
8:30 - 5:00

Peterborough Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)

1 Pitt St
PO Box 1310
Picton K0K 2T0
General Inquiry (613)476-3219
Fax (613)476-7908
8:30 - 5:00

Picton Land Registry Office provides registration and client self-serve search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)

499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00

Prescott Land Registry Office provides registration and client self-serve search services under the Registry Act for the geographical area of Grenville.

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)

1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00

Russell Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical township of Russell, Cambridge now the Nation Municipality, Clarence now the City of Clarence-Rockland.

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Courthouse
Suite 102, 700 N Christina St
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00

Sarnia Land Registry Office provides registration and client self-serve search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)

420 Queen St E
PO Box 550
Sault Ste Marie P6A 5M8
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00

Sault Ste Marie Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)

Courthouse
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00

Simcoe Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)

59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00

St Catharines Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and on line access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)

Courthouse Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
Fax (519)631-8182
8:30 - 5:00

St Thomas Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security registration enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00

Stratford Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)

Suite 301, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4300
Fax (705)564-4148
8:30 - 5:00

Sudbury Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)

2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7436
Fax (807)343-7439
8:30 - 5:00

Thunder Bay Land Registry Office provides registration and client self-serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00

Walkerton Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)

200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00

Welland Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WHITBY LAND REGISTRY OFFICE (DURHAM #40)

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4007
Fax (905)665-5247
8:30 - 5:00

Whitby Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registration on behalf of the Office of the Registrar General, and online access for registration purposes to Ontatio Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WINDSOR LAND REGISTRY OFFICE (ESSEX #12)

3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)971-9980
(519)971-9976 (Personal Property Security Registration)
Fax (519)971-9937
8:30 - 5:00

Windsor Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)

75 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-6287
Fax (519)537-3107
8:30 - 5:00

Woodstock Land Registry Office provides registration and client self-serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

STRATEGIC CORPORATE SUPPORT DIVISION

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8460
Fax (416)326-8461
8:30 - 5:00

Strategic Corporate Support Division provides corporate administrative services and policy support for the ministry. Divisional responsibilities include: accounting, financial planning, purchasing, security and accommodation planning, staff recruitment, corporate learning and human resources. The Assistant Deputy Minister also administers the implementation of, and compliance with the Freedom of Information and Protection of Privacy Act and the French Language Services Act.

BUSINESS PLANNING AND CORPORATE SERVICES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0290
Fax (416)326-8776 (Facilities Management)
Fax (416)326-8979 (Financial Management)
Fax (416)326-8461 (Director)
8:30 - 5:00

The branch supports ministry management toward a sound and informed decision-making on business planning, resource allocation, fiscal management, and several administration matters through a comprehensive and co-ordinated ministry-wide approach. The branch's major functions are: Business Planning, Allocation and Resource Management, Performance Measures, Decision Support and Training, Financial Management and Control, Service Management, Quality Service Planning, Facilities Management and Direct Delivery Service in general administration, facilities and accommodation, security and access management for corporate ministry facilities.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

HUMAN RESOURCES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:30 - 5:00

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related issues and programs, employment stability coordination, outplacement related services, classification, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP), grievance handling, and labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning, French Language Services, and Innovation and Skills Development. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

FRENCH LANGUAGE SERVICES

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8897
Fax (416)326-8932
8:30 - 5:00

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs; advises ministry officials and staff on policies and administrative matters regarding French language services; interprets relevant legislation; handles complaints; and keeps the ministry's senior management informed on all subjects related to French language services.

AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00

The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO licences and regulates **charitable** and **casino** gaming, lottery schemes, bingos, raffles, break open tickets as well as casino **employees** and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

GAMING COMPLIANCE
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700

ELECTRONIC GAMING BRANCH

Atrium on Bay
10th Flr, 20 Dundas St W
Toronto M5G 2N6
Toll Free 1-800-522-2876
Fax (705)939-2377 (Kawartha EGEO)
Fax (613)822-4467 (Rideau Carleton EGEO)
Fax (905)374-3669 (Niagra Falls EGEO)
Fax (705)329-5052 (Orillia EGEO)
Fax (519)258-2936 (Windsor Manager)
Fax (705)329-2325 (Orillia Manager)
Fax (416)326-5666 (Toronto Head Office)
Fax (519)969-1240 (Windsor Raceway EGEO)
Fax (519)753-2209 (Brantford EGEO)
Fax (905)628-0135 (Flamboro EGEO)
Fax (519)364-9982 (Hanover EGEO)
Fax (416)213-9653 (Woodbine EGEO)
Fax (905)854-4087 (Mohawk EGEO)
Fax (905)991-8025 (Ft. Erie EGEO)
Fax (905)374-6426 (Niagara Falls Manager)
Fax (519)254-5173 (Windsor EGEO)
Fax (519)383-8301 (Pt. Edward EGEO)
Fax (519)675-1954 (Western Fair EGEO)
Fax (705)855-8455 (Sudbury EGEO)
Fax (519)542-6050 (Hiawatha EGEO)
Fax (705)759-7736 (Sault Ste Marie EGEO)
8:30 - 5:00

LICENSING AND REGISTRATION

Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700 (AGCO Service- 24 Hour Automated Telephone System)
Toll Free 1-800-522-2876
Fax (416)326-8711 (Licensing & Registration - Gaming)
Fax (416)326-5555 (Licensing & Registration - Liquor)
www.agco.on.ca
8:30 - 5:00

Services offered to the Public:
Gaming Control Act, 1992
Liquor Licences
Manufacturer's Licence
Manufacturer's Representative Licence
Order-in-Council 2688/93
Special Occasion Permit

FIRST NATIONS GAMING
Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
(AGCO Service - 24 Hour Automated Telephone System)
Toll Free 1-800-522-2876
Fax (416)326-8711 (Licensing & Registration)
8:30 - 5:00

GAMING REGISTRATION AND LICENSING OPERATIONS
Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
(AGCO Service - 24 Hour Automated Telephone System)
Toll Free 1-800-522-2876
Fax (416)326-8711 (Licensing & Registration)
8:30 - 5:00

LIQUOR LICENSING AND PERMITS
Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Fax (416)326-5555
8:30 - 5:00

CUSTOMER SERVICE
Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
8:30 - 5:00

MANUFACTURER AND SPECIAL LICENSING ADVERTISING AND PROMOTIONS
Atrium on Bay
7th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
8:30 - 5:00

LIQUOR ENFORCEMENT SECTION
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
(416)326-0330 (Liquor Enforcement)
Fax (416)326-0300
8:30 - 5:00

REGIONAL OFFICES

BROCKVILLE DISTRICT OFFICE
Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:00 - 4:00

LONDON DISTRICT OFFICE
Suite 201, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-800-522-2876
Fax (519)675-7749
8:00 - 4:00

NIAGARA DISTRICT OFFICE
The Acres House
4th Flr, 4342 Queen St
Niagara Falls L2E 7J7
Toll Free 1-800-522-2876
Fax (905)374-2631
8:30 - 5:00

ORILLIA DISTRICT OFFICE
Cottage "C"
3rd Flr, 700 Memorial Ave
Orillia L3V 6H1
Toll Free 1-800-522-2876
Fax (705)329-6732
8:00 - 4:00

OTTAWA DISTICT OFFICE
Emerald Plaza
5th Flr Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0000
Fax (613)274-0103
8:00 - 4:00

SAULT STE MARIE DISTRICT OFFICE
The Queens Ctr
Suite 203, 477 Queen St E
Sault Ste Marie P6A 1Z5
General Inquiry (705)946-6552
Fax (705)946-6557
8:00 - 4:00

SUDBURY DISTRICT OFFICE
Suite 1001, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-800-522-2876
Fax (705)564-6898
8:00 - 4:00

THUNDER BAY DISTRICT OFFICE
Suite 206, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7527
Fax (807)343-7524
8:00 - 4:00

WINDSOR DISTRICT OFFICE
4th Flr, 250 Windsor Ave
Windsor N9A 6V9
Toll Free 1-800-522-2876
Fax (519)258-7002
8:00 - 4:00

TORONTO-HEAD OFFICE
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-0330
Fax (416)326-0300
8:30 - 5:00

LICENCE APPEAL TRIBUNAL

CIBC Bldg
12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)314-4260
Toll Free 1-800-255-2214
Fax (416)314-4270
Fax (416)314-6307
Toll Free Fax 1-800-720-5292
8:15 - 4:30

The Licence **Appeal** Tribunal (LAT) is an adjudicative tribunal created on April 1, 2000, under the Licence Appeal Tribunal Act. The Tribunal provides for an impartial, independent means to appeal decisions concerning compensation claims and licensing activities regulated by the Ministry of Consumer and **Business** Services, the Ministry of Transportation, the Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities. The Tribunal carries on the duties of the licensing appeal responsibility of the Child and Family Services Review Board, the Commercial **Registration** Appeal Tribunal, the Licence Suspension Appeal Board and the Private Vocational School Review Board.

Services offered to the Public:
Appeal Tribunal

LIQUOR CONTROL BOARD OF ONTARIO

55 Lake Shore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226
www.lcbo.com

The **Liquor** Control Board controls the production, importation, distribution and sale of **alcoholic** beverages in Ontario.

Services offered to the Public:
IMAGE Books
LCBO Brand List With Vendor and Agent Names
LCBO List of Consignment Agents
LCBO Ontario Agent List
LCBO People Places Numbers
LCBO Store Name and Address Directory

ONTARIO BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (Province-Wide)
Fax (416)979-0384

The Ontario Board of **Funeral** Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a **compensation** fund if prepaid services were not received. The board can mediate **consumer complaints**, and where **mediation** is not successful, a Complaints Committee adjudicates complaints.

Services offered to the Public:
Board of Funeral Services

ONTARIO FILM REVIEW BOARD

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Fax (416)314-3632
www.ofrb.gov.on.ca
8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Consumer and Business Services. The Board approves and classifies all films and videos and all **advertising** for exhibition or distribution in Ontario. The Board's mission statement is to reflect the diverse communities of Ontario by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:
Approval and Classification of Films and Videos

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
8:30 - 5:00

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeal**s or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:
Information Services
Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996
Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Business Corporations Act
Business Names Act
Business Practices Act
Business Regulation Reform Act, 1994
Cemeteries Act (Revised)
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act, 1998
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Criminal Code Section 207 (lotteries)
Debt Collectors Act
Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Enforcement of Judgements Conventions Act, 1999
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act

Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Licence Appeal Tribunal Act, 1999
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan Brokers Act, 1994
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Official Notices Publication Act
Ontario Lottery and Gaming Corporation Act, 1999
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed)
Prepaid Services Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety and Consumer Statutes Administration Act, 1996
Settlement of International Investments Disputes Act, 1999 (not yet in force)
Statute and Regulation Revision Act, 1998
Technical Standards and Safety Act, 2000 (not yet in force)
The Arthur Wishart Act (Franchise Disclosure), 2000
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Vitners Quality Alliance Act, 1999
Wine Content Act

MINISTRY OF CORRECTIONAL SERVICES

George Drew Bldg
18th Flr, 25 Grosvernor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-6526
www.corrections.mcs.gov.on.ca

The Ministry of Correctional Services is responsible for the custody of all adult offenders being held while awaiting criminal proceedings, as well as those serving sentences of up to two years less a day. In the community, the ministry supervises adult offenders given terms of probation or conditional sentences by the courts and those released from custody on parole or through other forms of conditional release. The ministry also provides custodial and community supervision for young offenders age 16-17 years.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
Fax (416)326-3200
www.corrections.mcs.gov.on.ca
8:00 - 6:00

With a variety of strategic communications services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Correctional Services and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches and related materials. Specialized units are dedicated to strategic communications, corporate issues coordination and correspondence management.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
8:30 - 5:00

The Independent Investigations Unit (IIU) investigates allegations that the Workplace Discrimination and Harassment Prevention (WDHP) Operating Policy has been violated by employees in the Ministry of the Solicitor General (excluding allegations against police officers) or by employees of the Ministry of Correctional Services. The IIU, under s.22 of the Ministry of Correctional Services Act, also investigates allegations that employees of the Ministry of Correctional Services have committed sexual improprieties against clients of the ministry, a process separate from the IIU's role in investigating alleged violations of the WDHP Operating Policy.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch advises the Ministry of Correctional Services on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3.

CORRECTIONS

ADULT INSTITUTIONAL SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3849
8:30 - 5:00

The Adult Institutional Services (AIS) stream develops, reviews and revises policies and procedures for the supervision of incarcerated adult **offender**s. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following direct reports: Infrastructure Renewal Project; Offender Transportation Project; Operational Support and Standards; Transition Planning; and four Regional Offices.

ALTERNATIVE SERVICE DELIVERY

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6699
Fax (416)327-1817
8:30 - 4:30

The Alternative Service Delivery unit has been established as one part of the ministry's transformation plan to support and enhance the ministry's multi-year improvement strategy of correctional services in Ontario. It is responsible for establishing partnerships with service providers, in either the public or private sector, who contribute their expertise to assist the ministry in delivering safe, secure, efficient, effective and accountable services.

INFRASTRUCTURE RENEWAL PROJECT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-1464
Fax (416)327-1470
8:30 - 5:00

The mandate of the Infrastructure Renewal Project is to renew (rebuild/retrofit) the existing institution corrections infrastructure by establishing a system of cost efficient institutions that would provide greater equity in correctional services throughout the province and enhance public safety by establishing safer and more secure facilities.

INTEGRATED JUSTICE PROJECT

7th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)326-2121
Fax (416)326-6016
9:00 - 5:00

The Integrated Justice Project will deliver solutions capable of supporting the justice Enterprise's shared vision of transforming justice for the good of all the people of Ontario. When fully implemented it will create a modern, effective and accessible justice system. The project involves the Ministries of the Attorney General, the Solicitor General and Correctional Services working with a private-sector consortium and includes all components of the justice system: the bench, the bar, Crowns, courts, police, corrections and the public.

OFFENDER TRANSPORTATION PROJECT

Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 4:45

The **Offender** Transportation Project is to analyze and consult with all stakeholders and recommend options for transportation of inmates to court, between institutions, and into the community. Public safety paramount and freeing up line police from transport duties are major requirements.

OPERATIONAL SUPPORT AND STANDARDS

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-5987
8:30 - 5:00

The Operational Support and Standards Branch is responsible for all aspects of service delivery, including the implementation and monitoring of procedures for the supervision of incarcerated adult offenders, adult offenders under community supervision, and young offenders in the community and in correctional facilities.

ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
8:30 - 4:45

The Office of the Provincial Coordinator, Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's **young offender** secure detention/**custody** system.

CORRECTIONAL INVESTIGATION AND SECURITY UNIT

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
Fax (905)279-1838
8:15 - 4:45

The Correctional Investigation and Security Unit is responsible for overseeing the ministry's high profile investigations involving significant violations of ministry policy and procedures with respect to offenders and/or ministry employees. This unit is also responsible for managing the development, implementation and communication of investigation and security standards in order to enable the ministry to enact changes to improve correctional business practices and to enhance public safety.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
8:00 - 5:00

The Information Management Unit is responsible for the research and preparation of correspondence, briefing and tour materials on operational issues within the Ministry of Correctional Services.

OFFENDER TRANSFER

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-3194
Fax (905)279-6233
8:30 - 5:00

The **Offender** Transfer unit oversees the transfer, classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The unit manages federal penitentiary placement, Canadian Police Information Centre authorization, **interprovincial** and **international** transfers. It also provides training, advice and consultation to institutional staff in the classification and transfer process.

PROFESSIONAL SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)494-3364
8:30 - 5:00

This unit establishes practice standards for professional services; develops related ministry operational process and procedures; provides professional consultation and advice; monitors compliance with established standards; monitors and reports back to senior and local management; provides professional input on strategic issues; represents the ministry on the Provincial Schools Authority; supports ministry initiatives by orienting to portfolio areas, project assistance and maintaining strong linkages. This unit is also responsible for Critical Incident Stress Management and Chaplaincy Services.

PROGRAM DEVELOPMENT, SUPPORT AND STANDARDS

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3389
8:30 - 5:00

The Program Development, Support and Standards unit leads program development for clients with assistance from the Correctional Policy Development and Professional Services units. The unit develops and implements operational policies that affect the day-to-day operations of correctional service delivery. The unit works closely with regional and field personnel to develop and provide mechanisms or tools for oversight and monitoring purposes.

TRILCOR INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:00 - 4:30

Trilcor Industries, a department of the Ministry of Correctional Services, is responsible for administering Industrial Programs. Trilcor operates industrial programs in seven provincial **correctional centres**, as well as a business office in Milton. Trilcor's purpose is to provide meaningful work experience to adult **offender**s in a real life environment that will assist in preparing them for return to the community as a whole. Trilcor is charged with administering the manufacture and sale of the products and services it generates while supervising and **training** the inmate workforce. Trilcor markets its products to its parent ministry, other provincial ministries, federal agencies, municipal governments and police services.

TRANSITION PLANNING

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7311
Fax (905)279-1838
8:30 - 5:00

The Transition Planning is to develop plans and strategies to decommission closing institutions and open new institutions. This includes all operational, staffing, administrative and program issues related to the seamless transition of this ministry.

EMPLOYEE TRANSITION UNIT - CENTRAL/EASTERN REGION

Suite 105, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7135
Toll Free 1-888-475-2392
Fax (905)279-7153
8:30 - 4:30

The Employee Transition Units have been established to assist employees during the ministry's transformation period.

EMPLOYEE TRANSITION UNIT - WESTERN/NORTHERN REGION
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-6177
Fax (519)675-7779
8:30 - 4:30

COMMUNITY AND YOUNG OFFENDER SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00

The **Community** and **Young Offender** Services stream is responsible for supervising all adult offenders 18 years and over who are on probation, conditional sentence or provincial **parole**. Community and Young Offender Services is also responsible for supervising young people aged 16 and 17 who are placed in secure or open custody, in community on probation or alternative measures. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). **Probation and parole** staff prepare pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; supervision, assistance to probationers, offenders on conditional sentence, parole, young offenders and former offenders who need assistance after release. Staff offer counselling and guidance in life skills, alcohol and substance abuse, job search techniques, street management and interpersonal skills.

BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30

As part of the Ministry of Correctional Services, the Bell Cairn Staff Development Centre provides **training** and development programs through a variety of mediums, as well as consultation and organizational enhancement for all ministry staff, and training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

FINANCE AND BUSINESS SYSTEMS

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-8614
Fax (416)327-6526
8:30 - 5:00

The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational streams reporting to the Director, Finance and Business Systems include Financial Resources Unit and Technology Coordination Unit.

FINANCIAL RESOURCES UNIT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00

The Financial Resources Unit, under the direction of the Director, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

TECHNOLOGY COORDINATION UNIT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-2435
8:30 - 5:00

The Technology Coordination Unit provides technology planning and support service to increase the use of technology in Correctional Services and ensure that maximum benefits are derived from technology investments. The unit also provides advice and support to the assistant deputy ministers, divisional managers and staff; and the Integrated Justice Information Technology Division on technology matters affecting the Ministry of Correctional Services. Regarding offender systems such as the Offender Management System, the unit helps to define user requirements and resolve operational and policy issues related to technology projects. The unit also participates in project approvals, the development of training plans, field communications and the coordination of system change testing by users (User Acceptance Testing).

TECHNOLOGY COORDINATION UNIT - NORTH BAY
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3399
Fax (705)494-3347
8:30 - 4:30

OFFICE OF THE ANTI-RACISM COORDINATOR

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-0721
Fax (416)327-0074
8:30 - 4:30

The functions of the Office of the **Anti-Racism** Coordinator is to address anti-**discrimination** and multiculturalism issues throughout the Ministry of Correctional Services and to monitor and assist the ministry to implement related initiatives. It also recommends anti-discrimination strategies for the correctional system to the Assistant Deputy Ministers.

POLICY AND PLANNING

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
(705)494-3020 (200 First Ave, North Bay)
Fax (416)327-2418
8:30 - 5:00

The Policy and Planning Branch is responsible for reviewing and participating in the development of Cabinet and ministry submissions; liaising with the Corporate Policy Branch on wider ministry policy issues; working on policy issues involving interdivisional, interministerial and intergovernmental responsibilities; and participating in strategic planning and project development.

CORRECTIONAL POLICY DEVELOPMENT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3386
Fax (705)494-3389
8:30 - 5:00

This unit is accountable for developing correctional policy for Ontario's correctional services system. It assists in establishing the correctional policy agenda, leads correctional policy development, develops options papers, supports the development of the Business Planning and Allocations process on an annual basis and the preparation of high-level ministry decision documents. The unit works closely with the Program Development, Support and Standards unit to ensure that correctional policy is effectively translated into operational policies and procedures. It also supports Culture Renewal and other special initiatives across the ministry. Close ties are maintained between this unit and the Corporate Policy Branch of this ministry and the Ministry of the Solicitor General to ensure that justice-level policy development is integrated with corrections-level strategic planning and policy processes.

PROGRAM EFFECTIVENESS UNIT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3364
8:30 - 5:00

The Manager of Program Effectiveness is responsible for developing a strategic framework for the evaluation of direct service offender programs, as well as other ministry activities fitting a broader corporate program definition (e.g. new infrastructure implementation, culture change initiatives). The Manager also plans, supervises, and coordinates the design, implementation, analysis and reporting for complex evaluative studies; monitors process and outcome results of local and corporate evaluations; works with program providers to develop action plans for program correction; and provides the tools and assistance to program providers so that they might realistically evaluate programs.

STATISTICAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3420
8:00 - 5:00

Statistical Services operates as a support service to both the operational and administrative areas of the Ministry of Correctional Services. The unit maintains a wide range of databases and information relating to correctional populations, facility utilization rates, and offender admissions. Statistical Services also provides trends analyses, aggregate offender profiles, population projections, etc, as well as responding to requests for information from a variety of external sources.

YOUNG OFFENDER PROJECTS

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-8614
Fax (416)327-6526
8:15 - 4:45

This Unit works on a number of projects related to the proposed federal youth legislation, the Young Offenders Act, federal-provincial cost-sharing agreements, and the Ontario's Youth Justice Strategy. The implementation of the YCJA and the associated systemic issues (technology, training, operational and community partnerships) are coordinated throught this unit.

INSTITUTIONS

The correctional **institution**s in this ministry include **correctional centres**, **detention centres**, **jails**, treatment centres and **youth** centres.

CORRECTIONAL CENTRES

BURTCH CORRECTIONAL CENTRE
258 Burtch Rd (County Rd 26)
RR 1
Mount Pleasant N0E 1K0
General Inquiry (519)484-2461
Fax (519)484-2587
8:00 - 4:00

GUELPH CORRECTIONAL CENTRE
785 York Rd
PO Box 3600
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)763-6586 (Superintendent's Office)
Fax (519)822-0591 (Business Office)
8:00 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)876-7300 (General Administration)
Fax (905)878-1572 (Inmate Records Dept)
Fax (905)878-4297 (General Duties Managers)
Fax (905)878-5363 (Superintendent's Office)
8:30 - 4:30

MILLBROOK CORRECTIONAL CENTRE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2962
Fax (705)932-2081 (Superintendent's Office)
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-9698 (Top of #4 Bldg)
Fax (416)314-4734 (Records)
Fax (416)314-9606 (Superintendent's Office)
8:15 - 4:30

MONTEITH CORRECTIONAL COMPLEX
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-5704 (Superintendent)
Fax (705)232-4530 (Administration)
Fax (705)232-5436 (Medical Department)
8:30 - 4:15

NORTHERN TREATMENT CENTRE
800 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-0995
Fax (705)946-2925 (Superintendent's Office)
Fax (705)946-4047 (Deputy Superintendent's Office)
Fax (705)946-0366 (Inmate Records Office)
Fax (705)946-0314 (Administration Office)
8:15 - 4:30

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
Brampton L6Y 2C8
General Inquiry (905)457-7050
Fax (905)452-8606
Fax (905)874-4051 (Superintendent)
8:15 - 4:30

RIDEAU CORRECTIONAL AND TREATMENT CENTRE
4707 County Rd 2
RR 3
Merrickville K0G 1N0
General Inquiry (613)269-4771
Fax (613)269-2088 (Treatment Services Bldg)
Fax (613)269-3235 (Superintendent's Office)
Fax (613)269-3583 (Business Office/ Records)
8:00 - 4:00

THUNDER BAY CORRECTIONAL CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522
8:15 - 4:30

WOMEN'S CORRECTIONAL INSTITUTION
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5363

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-9957 (Young Offender Unit)
General Inquiry (519)686-1922
Fax (519)686-5265 (Superintendent's Office)
Fax (519)661-2205 (Program Department)
Fax (519)661-2206 (Shift Manager's Office)
Fax (519)686-0352 (Business Office)
Fax (519)686-4178 (Health Care Department)
8:30 - 4:15

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8079 (Young Offender Unit)
General Inquiry (905)523-8800
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Social Services)
Fax (905)523-0998 (Records/Accounts)
8:30 - 4:30

NIAGARA DETENTION CENTRE
Hwy 58 1355 Uppers Lane
PO Box 1050
Thorold L2V 4A6
General Inquiry (905)227-6321
Fax (905)227-2986 (Records Department)
Fax (905)227-0032 (Superintendent's Office)
8:30 - 4:30

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Department)
Fax (613)354-9114 (Superintendent's Office)
8:30 - 4:30

TORONTO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513
Fax (416)750-3345 (Superintendent's Office)
Fax (416)752-2787 (Classification Office)
Fax (416)750-9131 (Business Office)
Fax (416)750-4748 (Records Office)
8:30 - 4:30

TORONTO WEST DETENTION CENTRE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515 (Records/Classification/West Wing/Maintenance/Kitchen/Laundry)
Fax (416)675-0800 (Operational Managers, East Wing/Scheduling/Staff Training/Recreation/Staff Services)
Fax (416)675-2310 (Health Care)
8:30 - 4:30

WATERLOO DETENTION CENTRE
182 Hespeler Rd
PO Box 307
Cambridge N1R 5V2
General Inquiry (519)740-5979
Fax (519)740-5983 (Records)
Fax (519)740-5990 (Superintendent)
8:00 - 4:30

WELLINGTON DETENTION CENTRE
588 Stone Rd E
PO Box 870
Guelph N1H 6M6
General Inquiry (519)837-2400
Fax (519)837-3548
8:00 - 4:30

JAILS

BARRIE JAIL
87 Mulcaster St
PO Box 224
Barrie L4M 4T2
General Inquiry (705)739-6613
Fax (705)739-6617 (General Fax)
Fax (705)725-7269 (Superintendent's Office)
8:30 - 4:30

BRANTFORD JAIL
105 Market St
Brantford N3T 6A9
General Inquiry (519)752-6578
Fax (519)752-7461
8:00 - 4:30

BROCKVILLE JAIL
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
Fax (613)342-9004 (Confidential)
8:15 - 4:15

CHATHAM JAIL
17 Seventh St
Chatham N7M 4J9
General Inquiry (519)352-0150
Fax (519)351-3578
8:00 - 4:30

CORNWALL JAIL
7 Water St W
PO Box 1418
Cornwall K6H 5V5
General Inquiry (613)932-5720
Fax (613)932-9461
8:00 - 4:00

FORT FRANCES JAIL
310 Nelson St
Fort Frances P9A 1B1
General Inquiry (807)274-7708
Fax (807)274-3304
8:15 - 4:00

KENORA JAIL
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

LINDSAY JAIL
50 Victoria Ave N
Lindsay K9V 4G3
General Inquiry (705)324-3792
General Inquiry (705)324-4333
Fax (705)328-1656
8:00 - 4:30

NORTH BAY JAIL
2550 Trout Lake Rd
North Bay P1B 7S7
General Inquiry (705)472-8115
Fax (705)472-3803 (Administration)
Fax (705)495-3817 (Operations)
Fax (705)495-8420 (Superintendent)
8:30 - 4:45

OWEN SOUND JAIL
1237 Third Ave E
PO Box 517
Owen Sound N4K 5R1
General Inquiry (519)376-0435
Fax (519)376-7727
8:30 - 4:45

PARRY SOUND JAIL
91 James St
Parry Sound P2A 1T7
General Inquiry (705)746-6218
Fax (705)746-5255
Fax (705)774-9900 (Records)
8:15 - 4:30

PEMBROKE JAIL
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-0647
Fax (613)735-2741
8:30 - 4:30

PETERBOROUGH JAIL
Courthouse (Rear)
Sheridan St & Brock St
PO Box 1480
Peterborough K9J 7H7
General Inquiry (705)745-1982
Fax (705)745-1993
8:30 - 4:30

SARNIA JAIL
700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3261
Fax (519)336-6505
Fax (519)337-5898 (Health Care Department)
8:15 - 4:30

SAULT STE MARIE JAIL
145 McNabb St
Sault Ste Marie P6B 1Y2
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

STRATFORD JAIL
30 St Andrew St
Stratford N5A 1A3
General Inquiry (519)271-2180
Fax (519)273-1938
8:00 - 4:00

SUDBURY JAIL
181 Elm St W
Sudbury P3C 1T8
General Inquiry (705)564-4150
Fax (705)564-4157
Fax (705)564-4133 (Superintendent's Office)
8:00 - 4:30

THUNDER BAY JAIL
285 McDougall St
PO Box 2806
Thunder Bay P7B 5G3
General Inquiry (807)345-7364
General Inquiry (807)345-8483 (Inmate Records Dept)
Fax (807)345-0390
8:30 - 4:30

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-8600
Fax (416)325-3284 (Health Care Unit)
Fax (416)325-3035 (Records)
Fax (416)325-4453 (Social Services)
Fax (416)325-8616 (Superintendent's Office)
8:30 - 4:30

WALKERTON JAIL
209 Cayley St
PO Box 429
Walkerton N0G 2V0
General Inquiry (519)881-3442
Fax (519)881-2182
8:15 - 4:30

WHITBY JAIL
200 Victoria St W
Whitby L1N 6G3
General Inquiry (905)668-7791
Fax (905)668-8388
8:30 - 4:00

WINDSOR JAIL
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

YOUTH CENTRES

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-6933
Fax (519)524-5737 (Superintendent's Office)
8:30 - 4:30

BROCKVILLE JAIL, YOUNG OFFENDERS UNIT
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
8:30 - 4:30

BROOKSIDE YOUTH CENTRE
390 King St E
PO Box 159
Cobourg K9A 4K6
General Inquiry (905)372-5451
Fax (905)372-7788
8:00 - 4:00

CECIL FACER YOUTH CENTRE
Box 850 Stn B
Sudbury P3E 4S3
General Inquiry (705)522-1250
Fax (705)522-6017 (Administration/ Personnel)
Fax (705)522-7715 (Records/Business Office)
8:00 - 4:00

ELGIN-MIDDLESEX DETENTION CENTRE, YOUNG OFFENDERS UNIT
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922x248
Fax (519)686-9957
8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE, YOUNG OFFENDERS UNIT
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)523-8079
8:30 - 4:30

KENORA JAIL, YOUNG OFFENDERS UNIT
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

OTTAWA-CARLETON DETENTION CENTRE, YOUNG OFFENDERS UNIT
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

PROJECT TURNAROUND
PO Box 130
Moonstone L0K 1N0
General Inquiry (705)835-0200
Fax (705)835-0201
8:00 - 4:00

QUINTE DETENTION CENTRE, YOUNG OFFENDERS UNIT
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Office)
Fax (613)354-9114 (Superintendent's Office)
8:30 - 4:30

SAULT STE MARIE JAIL, YOUNG OFFENDERS UNIT
145 McNabb St
Sault Ste Marie P6B 1Y2
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

SPRUCEDALE YOUTH CENTRE
660 Ireland Rd
PO Box 606
Simcoe N3Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:30 - 4:30

THUNDER BAY CORRECTIONAL CENTRE, YOUNG OFFENDERS UNIT
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

TORONTO YOUTH ASSESSMENT CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0800
Fax (416)314-0822
9:00 - 5:00

VANIER CENTRE FOR WOMEN, YOUNG OFFENDERS UNIT
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522 (Superintendent's Office)
8:15 - 4:30

WINDSOR JAIL, YOUNG OFFENDERS UNIT
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

PROBATION AND PAROLE OFFICES

The Ministry of Correctional Services is responsible for providing **community** supervision to adults and **young offender**s reporting to the ministry's **probation and parole** offices.

AJAX-PICKERING
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)683-0373
General Inquiry (905)831-2600
Fax (905)420-5720
8:30 - 4:45

ALLISTON
Suite 208, 27 Victoria St E
PO Box 729
Alliston L9R 1V9
General Inquiry (705)435-4352
Fax (705)435-2276
8:00 - 5:00

ATIKOKAN
Marks St Community Ctr
120 Marks St
PO Box 988
Atikokan P0T 1C0
General Inquiry (807)597-6212
Fax (807)597-5225
8:30 - 4:30

BANCROFT
5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672
8:30 - 4:30

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:30 - 4:45

BELLEVILLE
3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951
8:15 - 4:30

BLUEWATER YOUTH CENTRE - INSTITUTION LIAISON OFFICE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-8418
8:00 - 4:30

BRACEBRIDGE
3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30

BRAMPTON
Unit #15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30 - 4:45

BRANTFORD
Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45

BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)345-3061
Fax (613)342-5697
8:30 - 5:00

BURLINGTON
Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45

BURTCH CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
258 Burtch Rd
PO Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461X218
Fax (519)484-2575
8:00 - 4:00

CALEDONIA
Suite 2, 282 Argyle St S
Caledonia N3W 1K7
General Inquiry (905)765-5735
Fax (905)765-5794

CAMBRIDGE
Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 4:45

CAMPBELLFORD
36 Front St S
PO Box 1117
Campbellford K0L 1L0
General Inquiry (705)653-2339
Fax (705)653-2339
8:00 - 4:00

CHAPLEAU
190 Cherry St
Box 419
Chapleau P0M 1K0
General Inquiry (705)864-1230
Fax (705)864-2271
8:30 - 4:45

CHATHAM
2nd Flr Suite 209, 26 Fifth St S
Chatham N7M 4V5
General Inquiry (519)352-1243
Fax (519)352-2839
8:30 - 4:45

COBOURG
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8739
Fax (905)372-0764
8:30 - 4:45

COCHRANE
59 1st St
Box 1119
Cochrane P0L 1C0
General Inquiry (705)272-4348
Fax (705)272-3010
8:30 - 4:45

COLLINGWOOD
1st Flr, 150 St Paul St
Collingwood L9Y 3P2
General Inquiry (705)445-3110
Fax (705)445-9336
8:30 - 4:45

CORNWALL
Rm 201, 502 Pitt St
Cornwall K6J 3R5
General Inquiry (613)933-6335
Fax (613)938-5052
8:15 - 4:45

DRYDEN
Ontario Government Bldg
1st Flr, 479 Government St
PO Box 787
Dryden P8N 2Z4
General Inquiry (807)223-3356
Fax (807)223-3361
8:15 - 4:30

DURHAM EAST
Unit #1, 1916 Dundas St E
Whitby L1N 9J4
General Inquiry (905)571-3774
Fax (905)436-6882
8:30 - 4:45

ELGIN-MIDDLESEX DETENTION CENTRE - INSTITUTION LIAISON OFFICE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)661-2205
8:00 - 4:30

ELLIOT LAKE
16 Philip Walk
Elliot Lake P5A 2S6
General Inquiry (705)848-7091
Fax (705)848-4670
8:00 - 4:30

ESPANOLA
Ontario Government Bldg
Suite 4, 148 Fleming St
Espanola P5E 1E1
General Inquiry (705)869-2882
Fax (705)869-4041
8:15 - 4:30

FORT FRANCES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-7743
Fax (807)274-9442
8:15 - 4:30

GERALDTON
Ontario Government Bldg
208 Beamish Ave W
PO Box 1119
Geraldton P0T 1M0
General Inquiry (807)854-1774
Fax (807)854-1623
8:15 - 4:30

GODERICH
Courthouse
Bsmt Level, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2193
Fax (519)524-8960
8:00 - 5:00

GRAVENHURST
150E Second St S
Gravenhurst P1P 1H4
General Inquiry (705)687-8817
Fax (705)687-1498
8:30 - 4:45

GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)837-6306
Fax (519)837-6311
8:30 - 4:45

GUELPH CORRECTIONAL CENTRE - IINSTITUTION LIAISON OFFICE
2nd Flr, 785 York Rd
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)822-3960
8:00 - 5:00

HAILEYBURY
Land & Registration Bldg
Bsmt, 375 Main St
PO Box 624
Haileybury P0J 1K0
General Inquiry (705)672-3397
Fax (705)672-5498
8:00 - 5:15

HALTON
Milton Mall
Suite 31, 55 Ontario St
Milton L9T 2M3
General Inquiry (905)878-7259
Fax (905)878-9969
8:30 - 4:45

HAMILTON CENTRE
Ellen Fairclough Bldg
Suite 104, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7527
Fax (905)521-7507
8:30 - 4:45

HAMILTON EAST
Suite 101, 1945 King St E
Hamilton L8K 1W2
General Inquiry (905)549-9977
Fax (905)545-0255
8:30 - 4:45

HAWKESBURY
692A Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-5911
Fax (613)632-8963
8:30 - 4:45

HEARST
Government Complex
613 Front St
Box 2349
Hearst P0L 1N0
General Inquiry (705)362-7779
Fax (705)372-1685
8:00 - 4:45

HUNTSVILLE
Unit 102, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:30 - 4:45

IROQUOIS FALLS
743 Ambridge Dr
PO Box 908
Iroquois Falls P0K 1G0
General Inquiry (705)232-5111
Fax (705)232-6440
8:30 - 4:30

KAPUSKASING
Government Bldg
Hwy 11 W
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6116
Fax (705)335-8703
8:30 - 4:30

KENORA
Suite 107, 810 Robertson St
Kenora P9N 4J3
General Inquiry (807)468-2857
Fax (807)468-2863
8:00 - 4:30

KESWICK
Unit 2, 213 The Queensway S
Keswick L4P 2A3
General Inquiry (905)476-4331
Fax (905)476-8070
8:30 - 4:45

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7200
Fax (613)536-7201
8:30 - 4:45

KIRKLAND LAKE
3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-9396
Fax (705)567-6733
8:30 - 5:00

KITCHENER CENTRE
Unit 5, 1780 King St E
Kitchener N2G 2P1
General Inquiry (519)571-6105
Fax (519)571-6110
8:30 - 4:45

KITCHENER WEST
617A King St W
Kitchener N2G 1C7
General Inquiry (519)578-3070
Fax (519)578-9016
8:30 - 4:45

LEAMINGTON
Suite 104, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)326-9005
Fax (519)326-6357
8:30 - 4:45

LINDSAY
Suite 205, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-5621
Fax (705)324-5173
8:15 - 4:30

LONDON CENTRE
1st Flr M, 80 Dundas St
London N6A 6A9
General Inquiry (519)679-7120
Toll Free 1-800-265-4740 (in 519 area only)
Fax (519)679-9352
8:30 - 4:45

LONDON EAST
Suite 103, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6631
Fax (519)661-6636
8:30 - 4:45

MANITOWANING
1 Arthur St
PO Box 189
Manitowaning P0P 1N0
General Inquiry (705)859-3184
Fax (705)859-2051
8:15 - 4:30

MAPLEHURST CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5006
8:30 - 4:30

MARATHON
52 Peninsula Rd
PO Box 857
Marathon P0T 2E0
General Inquiry (807)229-2407
Fax (807)229-2504
8:15 - 4:30

MIDLAND
Ground Flr, 305 Midland Ave
Midland L4R 3K5
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 4:45

MILLBROOK CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2604
8:00 - 4:00

MINDEN
Hwy 35
PO Box 580
Minden K0M 2K0
General Inquiry (705)286-1489
Fax (705)286-3660
8:30 - 4:30

MISSISSAUGA
Suite 200, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
2nd Flr, 38 Revillion Rd
PO Box 487
Moosonee P0L 1Y0
General Inquiry (705)336-2270
Fax (705)336-2761
8:00 - 4:30

NAPANEE
18 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-2125
Fax (613)354-0305
8:30 - 5:00

NEWMARKET
Suite 203, 390 Davis Dr
Newmarket L3Y 7T8
General Inquiry (905)898-6511
Fax (905)898-5542
8:30 - 4:45

NEWMARKET COURT
Rm 2087, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-5920
Fax (905)853-4899
9:00 - 5:15

NIAGARA FALLS
4701 St Clair Ave
Niagara Falls L2E 3S9
General Inquiry (905)356-1507
Fax (905)356-0260
8:30 - 4:45

NORTH BAY
195 First Ave W
North Bay P1B 3B8
General Inquiry (705)495-3850
Fax (705)495-3887
8:30 - 5:00

OAKVILLE
Unit 3, 481 Morden Rd
Oakville L6K 3W6
General Inquiry (905)845-8571
Fax (905)845-9516
8:30 - 4:45

ONTARIO CORRECTIONAL INSTITUTE - INSTITUTION LIAISON OFFICE
109 McLaughlin Rd S
PO Box 1888
Brampton L6V 2P1
General Inquiry (905)457-7050
Fax (905)452-8606
8:00 - 4:30

ONTARIO COURT OF JUSTICE
Unit 240, 7755 Hurontario St
Brampton L6W 4T1
General Inquiry (905)457-6887 (Probation Liaison/Intake Office)
Fax (905)457-8896
9:00 - 4:30

ORANGEVILLE
Court Bldg
2nd Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45

ORILLIA
Cottage C
2nd Flr, 700 Memorial Ave
PO Box 130
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45

OSHAWA
850 King St W
Oshawa L1J 8N5
General Inquiry (905)571-2009
Fax (905)571-0007
8:15 - 4:30

OTTAWA CENTRE
Ottawa Courthouse
Rm 3211 3rd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1120
Fax (613)239-1293
8:00 - 4:45

OTTAWA EAST
Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:15 - 4:30

OTTAWA WEST
2730 Iris St
Ottawa K2C 1E4
General Inquiry (613)820-9460
Fax (613)820-4909
8:15 - 4:45

OWEN SOUND
Suite 105, 1131 Second Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45

PARRY SOUND
72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30

PEMBROKE
307 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-6809
Fax (613)735-7082
8:15 - 4:30

PETERBOROUGH
Capital Court
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973
8:00 - 4:30

PICTON
333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183
8:00 - 4:30

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-4581
Fax (905)885-7710
8:15 - 4:30

PORT PERRY
Unit 9, 60 Vanedward Dr
Port Perry L9L 1G3
General Inquiry (905)985-9794
Fax (905)985-0644
8:30 - 4:30

RED LAKE
115 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:00 - 5:00

RENFREW
268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:30 - 4:30

SARNIA
Suite B 101, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45

SAULT STE MARIE
Suite 103, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00

SIMCOE
548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45

SIOUX LOOKOUT
Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30

SMITHS FALLS
Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:30 - 5:00

SPRUCEDALE YOUTH CENTRE - INSTITUTION LIAISON OFFICE
600 Ireland Rd
PO Box 606
Simcoe N5Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:00 - 4:15

ST CATHARINES
Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:30 - 4:45

ST THOMAS
198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45

STRATFORD
100 St Patrick St
Stratford N5A 7W1
General Inquiry (519)271-5220
Fax (519)271-6579
8:00 - 4:45

STURGEON FALLS
Rm 207, 94 King St
PO Box 338
Sturgeon Falls P0H 2G0
General Inquiry (705)753-1282
Fax (705)753-0761
8:30 - 5:00

SUDBURY
Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:15 - 4:30

THORNHILL
Suite 212, 8185 Yonge St
Thornhill L3T 2C6
General Inquiry (905)731-3061
Fax (905)764-1255
8:30 - 4:45

THUNDER BAY AREA
Suite 402, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528
8:30 - 4:30

TIMMINS
Ontario Government Bldg
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801
8:30 - 4:45

TRENTON
Suite 10, 80 Division St
Trenton K8V 5S5
General Inquiry (613)392-6549
Fax (613)392-7940
8:30 - 4:45

VANIER CENTRE FOR WOMEN - INSTITUTION LIAISON OFFICE
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)459-5735
8:30 - 4:45

WALKERTON
12 Colborne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45

WELLAND
2nd Flr, 9 Burgar St
Welland L3B 2S6
General Inquiry (905)735-1660
Fax (905)735-5665
8:30 - 4:45

WINDSOR AREA
5th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 4:45

WOODSTOCK
32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00

PROBATION AND PAROLE OFFICES - METRO TORONTO

BLACK CREEK
Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45

DANFORTH
3211 Danforth Ave
Toronto M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490
8:30 - 4:45

DON MILLS
Suite 200, 109 Railside Rd
Don Mills M3A 1B2
General Inquiry (416)314-9722
Fax (416)314-9716
8:30 - 4:45

KEELE STREET
2nd Flr Suite 2, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45

METRO NORTH COURT
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0184
Fax (416)314-0183
8:00 - 4:30

PARKDALE
Sunnyside Medical Arts Bldg
Suite 206, 27 Roncesvalles Ave
Toronto M6R 3B2
General Inquiry (416)314-5277
Fax (416)314-5285
8:30 - 4:45

EAST MALL COURT
80 The East Mall
Toronto M8Z 5X6
General Inquiry (416)314-0156
Fax (416)253-7405
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9680
Fax (416)314-9639
8:00 - 4:30

TORONTO WEST DETENTION CENTRE - INSTITUTION LIAISON OFFICE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515
8:00 - 4:15

TORONTO YOUTH ASSESSMENT CENTRE - INSTITUTION LIAISON OFFICE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0821
Fax (416)314-0822
8:15 - 4:30

REXDALE
Suite 206, 1123 Albion Rd
Rexdale M9V 1A9
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45

THE QUEENSWAY OFFICE
Suite 100, 833 The Queensway
Etobicoke M8Z 5Z1
General Inquiry (416)314-0208
Fax (416)314-0214
8:30 - 4:45

RIVERDALE
Ontario Government Bldg
Main Flr, 50 Grosvenor St
Toronto M5S 2V3
General Inquiry (416)314-3771
Fax (416)314-3779
8:30 - 4:45

JARVIS YOUTH COURT
Rm 149, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)326-0602
Fax (416)326-0603
8:00 - 4:30

OLD CITY HALL
Rm 371, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)314-9701
Fax (416)314-9706
8:00 - 4:15

TORONTO JAIL - INSTITUTION LIAISON OFFICE
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-4456
Fax (416)325-4453
8:15 - 4:00

SCARBOROUGH WEST
Suite 200, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3452
Fax (416)288-0359
8:30 - 4:45

SCARBOROUGH COURT
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0312
Fax (416)325-0315
8:30 - 4:30

SCARBOROUGH EAST
Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3590
Fax (416)750-7692
8:30 - 4:45

TORONTO EAST DETENTION CENTRE - INSTITUTION LIAISON OFFICE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513x281
Fax (416)750-3710
8:00 - 4:30

YONGE STREET
Suite 901, 920 Yonge St
Toronto M4W 3C7
General Inquiry (416)314-9273
Fax (416)314-9279
8:30 - 4:45

COLLEGE PARK COURT
444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-0320
Fax (416)325-0322
8:00 - 4:30

REGIONAL OFFICES

CENTRAL REGION
Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-8388 (Community & Young Offender Services)
Fax (416)314-0527 (Adult Institutional Services)
8:30 - 4:45

EASTERN REGION
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7350
Fax (613)531-8496 (Community & Young Offender Services)
Fax (613)544-6460 (Adult Institutional Services)
8:30 - 5:00

NORTHERN REGION
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3459 (Community & Young Offender Services)
Fax (705)494-3435 (Adult Institutional Services)
Fax (705)494-3436 (HR/Finance)
8:30 - 5:00

WESTERN REGION
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
8:30 - 5:00

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
Fax (416)326-1104

The Integrated Justice Information Technology (IT) Division is responsible for Information Technology services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of the Solicitor General section for a complete division listing.

MEASUREMENT AND EVALUATION UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

The Measurement and Evaluation Unit provides information, research, and evaluation support to the Ministry of the Solicitor General and the Ministry of Correctional Services. The unit's responsibilities include advising and assisting ministry operating divisions to conduct research and program evaluation in a valid and cost-effective manner, preparing requests for proposals for research projects, and assisting in the hiring of external research consultants. The unit provides the liaison to Statistics Canada (Canadian Centre for Justice Statistics) and works to ensure that the

ministries meet national justice data requirements. The unit also provides statistical information in response to requests from both within and outside of the ministry.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:00 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General and Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines: coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - CORRECTIONAL SERVICES
1st Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FREEDOM OF INFORMATION AND PRIVACY - SOLICITOR GENERAL
1st Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

VICTIM SERVICES UNIT

18th Flr Suite 1817, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-3265
TTY (416)325-4935
Fax (416)325-3196
8:30 - 5:00

The **Victim** Services unit is responsible for the ministry's program activities in the areas of Sexual **Assault**, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the **funding** and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and **training** of primarily **police** services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGION
14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)548-3370
Fax (613)547-0021
8:30 - 4:30

NORTHEASTERN REGION
Suite 201, 740 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6862
Fax (705)945-6866
8:30 - 4:30

NORTHWESTERN REGION - SIOUX LOOKOUT
62 Queen St
PO Box 394
Sioux Lookout P8T 1A5
General Inquiry (807)737-7243
Fax (807)737-3379
8:30 - 4:30 ♿

NORTHWESTERN REGION - THUNDER BAY
Suite 200, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7676
Fax (807)343-7439
8:30 - 4:30 ♿

WESTERN REGION
Suite 105, 446 Grey St
Brantford N3S 7L6
General Inquiry (519)752-8278
Fax (519)752-4642
8:30 - 4:30

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO BOARD OF PAROLE

Suite 201, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
www.parole.obp.gov.on.ca
8:00 - 5:30 ♿

The Ontario Board of **Parole** has jurisdiction over all **offender**s who are serving sentences of up to two years less a day in provincial institutions. The Chair, Ontario Board of Parole, is responsible for the overall administration of the board. Four senior members are responsible to the Chair for all board decisions and for the total operation of the regions. The board shares responsibility for operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
4685 Donnelly Dr
Merrickville K0G 1N0
General Inquiry (613)269-2390
Fax (613)269-2393
8:30 - 4:30

NORTHERN REGIONAL OFFICE
Suite 403, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4227
Fax (705)671-2980
8:30 - 4:30

SOUTHERN REGIONAL OFFICE
3rd Flr, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4487
Fax (416)325-4491
8:30 - 4:30

WESTERN REGIONAL OFFICE
785 York Rd
PO Box 1716
Guelph N1H 6Z9
General Inquiry (519)837-6320
Fax (519)837-6324
8:30 - 4:30

MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

Economic Development and Trade is the lead ministry promoting economic development and job creation in Ontario by creating the best climate for business to prosper and eliminating red tape, as well as stimulating trade. The ministry markets the province as a desirable place to live, work, invest, and raise a family. The ministry works with its private sector partners to ensure its core responsibilities - employment and business development, investment and trade - continue to help Ontario businesses compete globally, contribute to a highly-skilled, well-educated workforce, and generate prosperity for all Ontarians. In Northern Ontario, the Ministry of Economic Development and Trade is represented by the Northern Development Division of the Ministry of Northern Development and Mines.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND PUBLIC AFFAIRS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

The Communications and Public Affairs Branch provides a wide range of communication services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve objectives of sustainable economic development and job growth. The branch consists of three units. Public Affairs develops communication plans, prepares speeches, news releases and publications (print and electronic) on ministry activities and initiatives, and is responsible for media relations and the ministry's internal and external Internet presence. The Issues Management Unit deals with contentious issues and correspondence. The Project Management and Customer Service Unit handles public enquiries, domestic tours and event management. The branch helps market Ontario at home as a place for business and growth.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5E 2N5
General Inquiry (416)326-9400
Fax (416)326-9424

The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy, Science and Technology; and, Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly

to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

EBC STAFF - HEARST BLOCK OPERATION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6595
(905)763-5251 (Technical Support Help Desk)
Fax (416)325-6635
8:30 - 5:00

The IT Cluster supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. IT coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/ databases, the technology infrastructure, and provides information technology training and access to external databases.

INTERNATIONAL RELATIONS AND PROTOCOL

The Citadel
Rm 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00

The Office of **International** Relations and **Protocol** (OIRP) provides the government with policy advice concerning Ontario's international interests and activities. It works to advance Ontario's position with the federal government's Department of Foreign Affairs and International **Trade**, foreign countries and jurisdictions (and their diplomatic representatives in Ontario), and with international organizations. OIRP also manages the province's International **Disaster** Relief Program, and oversees the International Marketing Centres of the Ministry's Global Strategy. OIRP's Protocol section advises on and manages the organization of royal and official visists; delegations, and government conferences. The section serves as the Ontario government's point of contact with over 100 diplomatic and consular representatives in the province, and provides guidance on international protocol practices.

LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1018
Fax (416)326-1021
8:30 - 5:00

Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
Fax (416)325-6392
8:30 - 5:00

The Corporate and Field Services Division leads and coordinates the ministry's corporate administrative support services, including employee services, business planning and finance, information technology systems, freedom of information, aboriginal affairs, and audit services. Corporate Services also provides administrative services to Ministry of Intergovernmental Affairs. The division coordinates ministry participation in government-wide administrative initiatives and projects and is responsible for the ministry's network of regional offices in Eastern, Central and Southwestern parts of the province in addition to a network of Small Business Enterprise Centres and Business Self-Help Offices. Through these offices, staff provide a continuum of business development services to the business community, from start-up companies to growth-oriented firms, to promote growth and job creation.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00

The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Economic Development and Trade on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Management Board approvals. The branch also provides corporate accounting services to the Ministry of Economic Development and Trade and the Ministry of Intergovernmental Affairs. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Shared Services Bureau.

EMPLOYEE SERVICES BRANCH

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
TTY (416)325-6707
Fax (416)325-6715
8:30 - 5:00

The Employee Services Branch plays a leadership role in ensuring "customer focused" strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counseling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

ENTREPRENEURSHIP

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6541
Fax (416)325-6538
www.ontario-canada.com
8:30 - 5:00

Entrepreneurship supports the establishment and growth of new and developing small **businesses** through a series of self-help business initiatives and products delivered throughout Ontario at the municipal level through a network of Small Business Enterprise Centres and Business Self-Help Offices. The section is also responsible for programs and services related to youth entrepreneurship and the www.mycompanyontario.com web site. Information on accessing these initiatives is available by contacting the Canada-Ontario Business Call Centre at 416-954-4636 or toll-free at 1-800-567-2435, or through the ministry's web site at http://www.ontario-canada.com.

INTERNAL AUDIT SERVICES

18th Flr, 56 Wellesley St
Toronto M7A 2E7
General Inquiry (416)326-1703
Fax (416)326-1712

Internal Audit Services, which has a dual responsibility to act in a consultive and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial management and information technology controls of the Ministry of Economic Development and Trade (MEDT) and operational and program activities to ensure economy, efficiency and effectiveness.

MINISTRY REGIONAL OFFICES

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
Fax (416)325-6538

The ministry's Regional Offices provide high value added services to firms, networks, communities, and corporate offices within the Ontario government by providing consulting and delivery services to growth-oriented companies and businesses.

CENTRAL REGION

CENTRAL REGION OFFICE
Central Bldg
3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (416)235-4338
8:30 - 5:00

HAMILTON OFFICE
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7783
Fax (905)521-7398
8:30 - 5:00

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)739-5860
Fax (705)739-8901
8:30 - 5:00

ST CATHARINES OFFICE
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3940
Fax (905)704-3955
8:30 - 5:00

WHITBY OFFICE
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4040
Fax (905)665-4042
8:30 - 5:00

EASTERN REGION

KINGSTON OFFICE
51 Heakes Lane
PO Box 7600
Kingston K7M 9B1
General Inquiry (613)531-5594
Fax (613)531-5598
8:30 - 5:00

OTTAWA OFFICE
Suite 810, 180 Elgin St
Ottawa K2P 2K3
General Inquiry (613)241-3841
Fax (613)241-2545
8:30 - 5:00

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5984
Fax (705)755-2631
8:30 - 5:00

SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2428
Fax (519)571-6104
8:30 - 5:00

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4480
Fax (519)873-4488
8:30 - 5:00

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
General Inquiry (519)252-3475
Fax (519)973-1378
8:30 - 5:00

QUALITY AND SERVICE MANAGEMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6595
Fax (416)325-6392
8:30 - 5:00

The Ministry's Quality and Service Management Unit coordinates and leads the development and implementation of the Ministry's Quality Plan, and provides service management for the provision of a range of business support services including those provided by the Shared Services Bureau and the Economic and Business Information and Information Technology Cluster. The unit ensures that services are maintained at an acceptable level and at a fair cost and manages the ministry's service relationship with these service providers.

EMPLOYMENT AND BUSINESS DEVELOPMENT DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6964
Fax (416)325-2102
8:30 - 5:00

The Employment and Business Development Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development;

managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

ECONOMIC DEVELOPMENT STRATEGY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6807
Fax (416)325-6825
8:30 - 5:00

The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business formation in Ontario by: transforming economic information into analysis, economic development policies, strategies, and program development; identifying and facilitating the removal of barriers to investment and job creation; providing advice on economic development perspectives that the Minister can bring to the government's decision making processes; supporting the development of and coordinating the approval process for Ministry of Economic Development and Trade economic development initiatives.

ANALYTICAL SERVICES AND CABINET OFFICE LIAISON

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Analytical Services and Cabinet Office Liaison unit coordinates ministry economic development initiatives through the Ministry of Economic Development and Trade and government approval processes and provides advice on economic development perspectives that the Minister can bring to government's decision making processes.

COMPETITIVENESS ISSUES UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Competitiveness Issues Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Policy Development and Program Support Unit monitors and analyses economic conditions, and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
(416)326-9621 (Program Partnerships)
(416)326-9631 (Strategic Directions)
Fax (416)326-9654
www.est.gov.on.ca
8:30 - 5:00

The Information and Communications Technologies Branch is responsible for the program partnerships that include the Connect Ontario program, Telecommunications policy, digital media sector relations, the Digital Media Small Business Growth Fund, and sector responsibilities for the Information Technology and Telecommunications Sectors. Although this branch is physically located within the Ministry of Energy, Science and Technology, it has a client reporting relationship to both the Employment and Business Development Division of the Ministry of Economic Development and Trade and the Science and Technology Division of the Ministry of Energy, Science and Technology.

INNOVATION AND BUSINESS DEVELOPMENT BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6740
Fax (416)325-6757
8:30 - 5:00

The Innovation and Business Development Branch levers private and public sector resources to encourage the growth and success of Ontario's innovative, fast growing companies through networking events, research and publications.

OFFICE FOR URBAN ECONOMIC DEVELOPMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6114
8:30 - 5:00

The Office for Urban Economic Development (UED) is committed to building stronger regional economies, stronger economic development organizations and better relationships with the broader economic development community. UED works most closely with Ontario's seven largest urban centred economies of Toronto, Ottawa, London, Kitchener, Windsor, Niagara and Hamilton.

OFFICE OF ECONOMIC DEVELOPMENT INFORMATION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6626
Fax (416)325-6885
8:30 - 5:00

The mandate of the Office of Economic Development Information (OEDI) is to provide leadership in the strategic management of the ministry's corporate information resources. OEDI responsibilities include information strategies and liaison with partners and service providers; information planning to ensure internal and external clients have accurate and timely information; support and administration of Client/Stakeholder Directory, the Ministry Directory, PACE and other corporate directories; InfoSource services which include information research, reference support and both online and CD-ROM subscription services; and Records Management Directives interpretation and assistance.

RED TAPE SECRETARIAT

Whitney Block
4th Flr Rm 4540, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)314-5621
Fax (416)325-3732
www.redtape.gov.on.ca
8:30 - 5:00

The Red Tape Secretariat provides direct support to the Red Tape Commission in its efforts to eliminate existing red tape and prevent further red tape from being created. (See description of the Red Tape Commission under Agencies, Boards and Commissions at the end of the EDT section). Secretariat staff report to the Ministry of Economic Development and Trade, but also work directly with Cabinet Office Policy and Executive Council Office on ministry policy, legislative and regulatory initiatives, as well as other corporate initiatives including Annual Business Plan reviews. In addition, each ministry has a Red Tape contact, who coordinates ministry red tape reduction activities with the Secretariat.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00

The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for EDT's relationship and policy roles with a number of key sectors including automotive; aerospace; advanced materials; chemicals; plastics; machinery; tool, die and mould; steel; metal casting; industrial, commercial and institutional construction; residential construction; architecture, design and consulting engineering; retail; business and professional services. As part of sector competitiveness, the Strategic Skills Unit also reports to the branch.

STRATEGIC SKILLS DEVELOPMENT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6867
Fax (416)314-7014
8:00 - 5:00

The Strategic Skills Development Unit delivers the Strategic Skills Investment Program and provides analysis and advice on related issues within MEDT.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and **industry** to negotiate trade and investment agreements which remove barriers to **business** development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a **federal-provincial** and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (**interprovincial**) trade and investment issues.

INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00

The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business **immigrants**.

INVESTMENT BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00

The **Investment** Branch provides investment services to foreign investors considering Ontario as an invesment location and companies already located in Ontario. Its mandate is to secure new and expanded investment through the provision of investment services to prospective investors and to

promote the expansion of existing investment through the provision of investment and **business** services to multinational enterprises. The branch directs the activities of the Ontario Investment Service, as a pre-eminent marketing resource used by the government and marketing partners from across the provinces. The Ontario Investment Service has the capability of providing customized information for business cases for prospective investors.

BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
8:30 - 5:00 ♿

The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and **investment** capital in Ontario's economy through the Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers corporate immigration services to help both Ontario and multinational companies with business needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INTERNATIONAL INVESTMENT SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814
8:30 - 5:00 ♿

The **International Investment** Services section provides a comprehensive investor assistance service for international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services. The section also provides site selection assistance and **municipal** and site-specific approvals expediting.

KEY INVESTMENT ACCOUNT PROGRAM

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799
8:30 - 5:00 ♿

The Key **Investment** Account Program is a client outreach and servicing program for 600 of the province's largest domestic and multinational corporations. The objective of the program is to promote and secure investment retention and expansion by ensuring clients are aware of Ontario's competitive advantages and government programs to encourage investment. Companies services are typically 200 employees or larger.

ONTARIO INVESTMENT SERVICE

BCE Pl Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-466-82746 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.2ontario.com
8:30 - 5:00

The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The web-based information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, interjurisdictional competitiveness comparisons, community descriptions and quality of life. Located in the heart of the Toronto business core, the presentation centre includes a 40 seat, multimedia theatre and three conference rooms.

INVESTMENT MARKETING AND SALES BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00

The Investment Marketing and Sales Branch directs the development, delivery and support of image and investment marketing strategies for the province. The branch directs the development and implementation of annual plans for **advertising**, media relations, direct mail, promotional materials and research activities in target markets to promote Ontario as a premier location for investment. Additionally, the branch is responsible for the generation of investment leads in the five target markets.

INTERNATIONAL INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6830
Fax (416)325-6375
8:30 - 5:00

The **International** Sales section is responsible for the Market Ontario **investment** and lead generation activities in all international markets, excluding the U.S.. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales representatives and Market Ontario staff who travel to the target markets.

INVESTMENT MARKETING SECTION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6375
8:30 - 5:00

The Investment Marketing Section coordinates the development and implementation of marketing plans, research, media relations, direct mail, promotional materials and **advertising** in support of Market Ontario.

US INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869
8:30 - 5:00

The US **Investment** Sales section is responsible for the Market Ontario investment lead generation activities in the United States. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales representatives and Market Ontario staff who travel to the target markets.

TRADE DEVELOPMENT DIVISION/ONTARIO EXPORTS INC

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1- 877- 46TRADE)
Fax (416)314-3995
www.ontario-canada.com/export
8:30 - 5:00

Ontario Exports Inc. is the **Trade** Development Division of the Ministry of Economic Development and Trade. As the province's lead trade agency, it works with Ontario companies to develop new exporting opportunities and assists foreign buyers find Ontario suppliers for their purchasing requirements. Ontario Exports Inc. has a team of international marketing specialists who can help companies assess their export readiness or decide whether they are ready to increase their exports. Staff can help with exporting requirements, introduce companies to a number of export education and trade promotion programs, guide clients to sources of financing and introduce them to key international decision makers. The Agency is ISO 9001 registered.

AMERICAS BRANCH

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)325-6509
www.ontario-canada.com/export
8:30 - 5:00

The Americas Branch assists Ontario business, mainly small and medium size firms, enter and expand their international sales into the U.S., Latin and South America. This Branch delivers a number of programs that help Ontario firms expand their international scope. These include New

Exports to Border States (NEBS), Trade Winds seminars, international Ontario trade shows, both in Ontario and in target markets, trade missions, in-market trade shows, consulting and sourcing Ontario suppliers for international buyers.

EXPORT ANALYSIS AND SERVICES SECTION

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)314-3995
www.ontario-canada.com/export
8:30 - 5:00

The Export Analysis and Services Section is responsible for business planning, budget, programming, results tracking and active client satisfaction surveys, as well as issues management, the preparation of policy submissions, briefing notes and the annual report. It has overall responsibility for the management of OEI information technology, databases and technology based programs and services such as the Export Portal and Virtual Trade Missions, and is responsible for Ontario Exports Inc.'s quality management system (ISO 9001 registration).

INTERNATIONAL CAPITAL PROJECTS BRANCH

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)325-2766
www.ontario-canada.com/export

The **International** Capital Projects Branch provides market intelligence, support and advocacy for Ontario clients pursuing large international capital projects.

INTERNATIONAL MARKETS BRANCH

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)325-2766
www.ontario-canada.com/export

The **International** Markets Branch provides assistance to Ontario companies **export**ing to international markets (beyond the Americas). Extended range of services to companies include: consultancy; market information sessions; international trade missions and exhibitions; incoming buyers; Trade Team Ontario missions led by the Premier.

MARKETING AND COMMUNICATIONS

5th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)314-3995
www.ontario-canada.com/export
8:30 - 5:00

The Marketing and Communications unit provides marketing and communication support services to the Trade Development Division, including advertising, public and media relations and

publications. The unit also manages the Ontario Global Traders Awards and Ontario Trade Days programs.

AGENCIES, BOARDS AND COMMISSIONS

RED TAPE COMMISSION

Whitney Block
Rm 4540, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)314-5621
Fax (416)325-3732
www.redtape.gov.on.ca
8:30 - 5:00

The Premier appointed the Red Tape Commission and gave it a mandate to eliminate existing red tape and prevent further red tape from being created. By removing red tape barriers, the Commission helps to improve Ontario's **business** climate for investment and job creation. The Commission addresses major red tape challenges with ministry partners across government, and intervenes on behalf of businesses, institutions and members of the public seeking assistance with provincial red tape problems. It reviews proposed policy and regulatory proposals that affect businesses and institutions; it reviews and reports on ministries' annual red tape reduction plans; and it develops legislation that reduces barriers to business, investment and job creation. The Commission is supported by the Red Tape Secretariat in the Ministry of Economic Development and Trade.

ACTS

Development Corporations Act
IDEA Corporation Act
Ministry of Industry, Trade and Technology Act
Research Foundation Act
Telephone Act

MINISTRY OF EDUCATION

Mowat Block
900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 6:00

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind, and offers correspondence courses to youth and adults through the Independent Learning Centre. The Minister of Education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and coordinating advertising.

Services offered to the Public:
Public Inquiries

Place stamp here
or
deliver envelope
to any Ontario
government office
where it will be
redirected, free
of charge, to the
below address

Ministry of Consumer and Business Services
Access and Inquiry Services
Databases and Directories
880 Bay St, 5th Flr
Toronto, ON
M7A 1N8

FOLD

USER QUESTIONNAIRE

KWIC Index to Services, Edition 2001

This hard copy of the KWIC Index to Services, Edition 2001 is produced using information from the Public Access Corporate Enquiry Database (PACE). Additional information is available on the Internet and the Intranet.

Internet: www.infogo.gov.on.ca
Intranet: intra.infogo.gov.on.ca

1. Are you employed by the government of Ontario or a government related agency?

   yes ❑ no ❑

2. Do you usually find the information you are seeking in this directory?

   yes ❑ sometimes ❑ more often, than not ❑ no ❑

   _____

   _____

3. Is this directory easy to use?

   yes ❑ no ❑ (please explain)

   _____

   _____

Fold - - Fold -

4. How would you rate your overall satisfaction with this directory? Use a scale from 1 to 5. (1 = "Excellent" and 5 = "Poor")

   Excellent 1 ❑ 2 ❑ 3 ❑ 4 ❑ 5 ❑ *Poor*

5. Do you have any suggestions for improving this directory? Please explain.

   _____

   _____

   _____

   _____

6. Do you use the Internet to access KWIC Index information?

   yes ❑ no ❑ I do not have Internet access ❑

   If yes, do you find what you need?

   yes ❑ no ❑

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CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition, organization development and training development.

FREEDOM OF INFORMATION AND PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2626
Fax (416)327-9043
8:00 - 5:30

The Freedom of Information and Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

INTERNAL AUDIT SERVICES BRANCH

11th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)314-3451
Fax (416)314-3467
8:00 - 5:00

Internal Audit Services Branch performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00

The Elementary/Secondary Business and Finance Division focuses on implementation of ministry policy and on the delivery of support services to elementary and secondary schools. It plays a leading role in the development of policies and programs that address the **educationa**l needs of schools; is responsible for the administration of capital and operating grants, and the implementation and monitoring of policies and programs; clarifies legislation, policy and program requirements with school boards and ensures their compliance.

BUSINESS SERVICES BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
8:30 - 5:00

The Business Services Branch is responsible for developing and implementing policies governing the payment of capital grants and grants for school operations and for working with **school board**s in the development of cooperative services designed to improve the efficiency and effectiveness of board operations.

Services offered to the Public:
Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-6370
8:30 - 5:00

The **Education** Finance Branch develops policy on education **funding**, reforms and property tax issues as they relate to education funding, and prepares analysis and options for funding formulas to support broader education policy changes. The branch prepares the annual student-focused funding grant regulations and related materials.

INFORMATION MANAGEMENT BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4876
Fax (416)325-8565
8:30 - 5:00

The Information Management Branch collects, analyzes, and reports on data to provide accurate and timely intelligence to the ministry on system capacity, needs and issues, and provides relevant feedback to the policy and program development process. The branch is responsible for the effective implementation of the Elementary/Secondary Information Project (ESIP) and for the collection, reporting and analysis of information and data from school boards. ESIP is the first phase of an overall information management strategy that will ensure the implementation of a fully integrated and widely accessible information resource for the Ministry of Education and its partners.

LABOUR RELATIONS BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247
8:30 - 5:00

The Labour Relations Branch provides advice on all matters related to education labour relations and develops options and strategies on collective bargaining to support education reform. It also manages relations with the Education Relations Commission of the Ministry of Labour and monitors school board staff negotiations and job actions. The development of policy and legislation related to school board governance including roles and responsibilities of trustees.

TRANSFER PAYMENTS AND FINANCIAL REPORTING BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3711
Fax (416)325-2007
8:30 - 5:00

The budget for school boards includes operating grants and locally raised revenue for an estimated investment in education of over $13.5 billion in fiscal year 2000-01. Transfer Payments and Financial Reporting Branch is responsible for the administration of and accountability for operating grants provided to school boards.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:30 - 5:00

The French-Language **Education** and Educational Operations (FLEEO) division focuses on the delivery of support services to elementary and secondary **schools**. The division plays a leading role in the development of policies and programs that address the educational needs of French-language schools; clarifies legislation, policy and program requirements with school boards and ensures their compliance; develops policies. The division operates and manages the Independent Learning Centre (ILC) and the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning **disabled**. The ILC develops and provides a comprehensive distance education program in English and French at both elementary and secondary levels for all Ontario residents. Through the Field Services Branch (FSB) the division is the principal point of contact for information flowing between the ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2467
Fax (416)325-2517

The Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE
2nd Flr, 20 Rose St
Barrie L4M 2T2
General Inquiry (705)725-7627
Toll Free 1-800-471-0713
Fax (705)725-7635
Toll Free Fax 1-800-471-2584

LONDON DISTRICT OFFICE
Suite 207, 217 York St
London N6A 5P9
General Inquiry (519)667-1440
Toll Free 1-800-265-4221
Fax (519)667-9769

NORTH BAY DISTRICT OFFICE
Suite 211, 447 McKeown
North Bay P1B 9S9
General Inquiry (705)497-6897

OTTAWA DISTRICT OFFICE
Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
General Inquiry (613)225-9210
Toll Free 1-800-267-1067
Fax (613)225-2881
9:00 - 5:00

SUDBURY DISTRICT OFFICE
Suite 203, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)474-7210
Toll Free 1-800-461-9570
Fax (705)564-4233 (Sudbury)

THUNDER BAY DISTRICT OFFICE
Suite 336, 435 James St S
Thunder Bay P7E 6S9
General Inquiry (807)475-1571
Toll Free 1-800-465-5020
Fax (807)475-1550

TORONTO AND AREA DISTRICT OFFICE
2nd Flr, 880 Bay St
Toronto M7A 1N3
General Inquiry (416)325-6874
Fax (416)325-4190
Fax (416)325-4153

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2127
Fax (416)325-2156
8:30 - 5:00

French Language Education Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education supporting the quality education agenda for all Ontario students. It develops curricula for French-language **schools** that define provincial expectations for student achievement. It supports the development of learning pedagogical resources in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and administers funding programs including the Official Languages in Education Agreement and the Canada-Ontario Special Agreement on the Implementation of French-language School Governance.

Services offered to the Public:
Aménagement linguistique (AL) Policy Fund

INDEPENDENT LEARNING CENTRE

Suite 300, 20 Bay St
Toronto M5J 2W1
(416)325-4360 (Student Inquiry - French)
(416)325-4388 (Student Inquiry - English)
Toll Free 1-800-387-5512
Toll Free French 1-800-265-0454
Fax (416)314-8575 (Student)
Fax (416)325-4675 (Administrative)
ilc.edu.gov.on.ca
8:30 - 5:00

The Independent Learning Centre (ILC) provides **distance education** courses in **English** and **French** for Ontario residents who want to complete their secondary school education, upgrade basic

skills or study for personal development. A wide range of secondary school credit courses is offered, with a $30.25 administrative fee for each course request. The fee is refunded when the student completes the course requirements. Courses can be started and completed at any time of the year. **Certificates** and **diplomas** are also awarded at any time of the year. **ILC** also offers a non-credit adult basic education program, including English as a Second Language (ESL) and **literacy** courses. An elementary program is available for **children** who are unable to attend school due to temporary residence outside Canada. ILC also administers the General Educational Development (GED) **Testing** Program which allows **adults** who have not finished secondary school to earn the Ontario High School Equivalency Certificate.

Services offered to the Public:
Adult Secondary School Program
Elementary School Program
General Education Development
Out of Province - Temporarily
Out of Province Credit Evaluation for Employment Purposes
Sales Program

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-5405
Fax (905)878-1354
8:30 - 4:45

The Provincial **Schools** Branch apprises the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations and government agencies regarding programs and services for **blind**, deaf, deaf/blind and pupils with severe learning **disabilities**. The provincial schools also provide resource services to pre-school **deaf** and deaf/blind **children** and their families and consultative services to **school boards**. The demonstration schools provide in-service teacher **education** and consultative services to school boards.

Services offered to the Public:
Amethyst School Residential, Educational and Teacher Education Programs
Centre Jules-Leger Residential, Educational and Teacher Education Programs
Demonstration Schools Residential, Educational and Teacher Education Programs
Ernest C. Drury School for the Deaf Residential and Day School Programs
Robarts School for the Deaf Residential and Day School Programs
Sagonaska School Educational, Residential and Teacher Education Programs
Sir James Whitney School for the Deaf Residential and Day School Programs
Trillium School Residential and Educational Programs
W. Ross Macdonald School Residential and Day School Programs

DEMONSTRATION SCHOOLS

Demonstration **Schools** provide programs and services for pupils with severe learning disabilities. They also provide in-service **teacher education** and consultative services to school boards.

AMETHYST SCHOOL
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:30 - 4:30

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-9304
Fax (613)761-9301
8:30 - 4:30

SAGONASKA SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:30 - 4:30

TRILLIUM SCHOOL
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-8428
Fax (905)878-7540
8:30 - 4:30

SCHOOL FOR THE BLIND

W ROSS MACDONALD SCHOOL
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30

SCHOOLS FOR THE DEAF

The provincial schools also provide resource services to pre-school **deaf** and **teacher** education and consultative services to school boards.

CENTRE JULES LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-9304
Fax (613)761-9301
8:30 - 4:30

ERNEST C DRURY SCHOOL
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354
8:30 - 4:45

ROBARTS SCHOOL
1090 Highbury Ave
London N5Y 4V9
TTY (519)453-4400
Fax (519)453-7943
8:30 - 4:30

SIR JAMES WHITNEY SCHOOL
350 Dundas St W
Belleville K8P 1B2
TTY (613)967-2823
Fax (613)967-2857
8:15 - 4:30

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

INFORMATION TECHNOLOGY SERVICES

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Help Line)
Fax (416)327-1816
8:00 - 5:30

Information Technology Services is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

STRATEGIC PLANNING AND ELEMENTARY/SECONDARY PROGRAMS DIVISION

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The purpose of the Curriculum and **Assessment** Policy Branch is to develop policies, programs and procedures to support the provision of quality **education** programs in Ontario elementary, secondary and post secondary institutions. It provides leadership in elementary and secondary curriculum development, evaluation and procurement of learning materials for elementary and secondary **schools**, development **standards** and the provincial report card, and the use of electronic technology to support curriculum and learning.

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664

The branch leads the development of strategic policy for elementary and secondary education in a number of areas, including safe schools, school councils, special education and early learning.

The branch has lead responsibilities for policy information and research services; national and international liaison; and key elementary-secondary stakeholder groups.

NATIONAL AND INTERNATIONAL LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3869
Fax (416)325-4344

The National and International Liaison Unit coordinates liaison between the Ministry of Education (EDU) and national/international organizations including EDU's participation in the Council of Ministers of Education, Canada (CMEC), and in key national projects. The unit supports meetings between ministry senior officials, the minister and foreign visitors, and works to strengthen linkages with other jurisdictions.

Services offered to the Public:
Council of Ministers of Education, Canada

POLICY ANALYSIS UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:00 - 5:00

The Policy Analysis Unit leads policy development on several elementary/secondary education issues such as: safe schools, school councils and stakeholder liaison policy. It liaises with key stakeholders including, organizations representing teachers, trustees, parents, and supervisory personnel in order to promote effective dialogue on reform initiatives and support implementation.

POLICY INFORMATION AND RESEARCH UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-4344

The Policy Information and Research Unit provides a range of information research services (including liaison with OISE re: transfer grant priorities) to inform and support the development of strategic policy and an accountability framework for the elementary/secondary education sector.

SECONDARY SCHOOL PROJECT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

Secondary School Project supports and delivers activities and projects designed to improve the relevance of elementary/secondary programs (e.g. cooperative education); linkages between education and employment/further education/training. It also develops policies and programs related to program and diploma requirements for secondary school and guidance and career education.

AGENCIES, BOARDS AND COMMISSIONS

ADVISORY COUNCIL ON SPECIAL EDUCATION

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2829
Fax (416)325-2664
www.edu.gov.on.ca
9:00 - 5:00

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental **disabilities**, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and the Ministry of Community and Social Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

12th Flr Suite 1200, 2 Carlton St
Toronto M5B 2M9
General Inquiry (416)314-0146
Toll Free 1-888-327-7377
Fax (416)325-2956 (Communications)
Fax (416)325-0831 (English Assessment)
Fax (416)314-2501 (French Assessment)
www.eqao.com
8:30 - 5:00

The responsibilities of the Education Quality and Accountability Office are focused on providing, or ensuring the provision of, clear, accurate and relevant information on the quality of education in Ontario; recommending improvement strategies; and promoting the best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy, conducting quality reviews; developing a provincial performance indicators system; supporting Ontario's participation in national and international assessment policy initiatives; reporting to the minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all **students**.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3500
Fax (416)314-3502
8:30 - 4:30

The **Languages** of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

ONTARIO PARENT COUNCIL

4th Flr, 20 Bay St
Toronto M5J 2W1
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.edu.gov.on.ca
9:00 - 5:15

The Ontario **Parent Council** is an 18 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:
Ontario Parents Communication Service

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-8405
8:30 - 4:45

The Provincial Schools Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teacher**s employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education, Solicitor General and Correctional Services. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2829 (English)
General Inquiry (416)325-0269 (French)
Fax (416)325-2664 (English)
Fax (416)325-2416 (French)
9:00 - 5:00

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

ACTS

Education Accountability Act, 2000
Education Act
Education Quality and Accountability Office Act, 1996
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services) 1997
Instructional Time: Minimum Standards Act, 1998
Ontario College of Teachers Act, 1996
Ontario Institute for Studies in Education Repeal Act, 1996
Ontario School Trustees' Council Act

Ottawa-Carleton French Language School Board Transferred Employees
Provincial Schools Negotiations Act
School Trust Conveyances Act
Teachers Pension Act
Teachers Pension Act, 1989
Teaching Profession Act

MINISTRY OF ENERGY, SCIENCE AND TECHNOLOGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
www.est.gov.on.ca

The goal of the Ministry of Energy, Science and Technology is to ensure access to affordable energy and encourage job creation and economic growth by fostering an effective and efficient framework of energy policy and regulation. A major policy direction is the introduction of competition in Ontario's electricity industry. The ministry also has a lead role in policy development and coordination aimed at stimulating private sector investment in scientific research, innovation and technology development, and at increasing the effectiveness of the government's financial support for science and technology.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Fax (416)326-3947
8:00 - 6:00

The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building activities between its partner ministries within the provincial government and a broad network representing Ontario's business, academic, and research and development communities. Its objective is to raise awareness and promote understanding by the public and the ministry's sector partners of the ministry's goals and accomplishments. The branch provides services such as communications planning, produces communications materials such as speeches, news releases and publications, answers media and public inquiries, plans and carries out special events such as conferences, and oversees the ministry's Web site.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 4:45

The Business Planning and Corporate Services Division is responsible for providing corporate planning, administrative support and services to enhance the delivery of ministry programs. The division supports and advises the ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management and French language services.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
8:00 - 5:00

The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy, Science and Technology; and, Labour. The Cluster's mission is twofold: firstly to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

ENERGY DIVISION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30 - 4:45

The Energy Division provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

ELECTRICITY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 4:45

The **Electricity** Policy Branch provides expert analysis and develops policy options on issues relating to the electricity system in Ontario including the regulatory framework for the electricity sector supply, transitional issues with respect to restructuring and the application of the ECA and distribution restructuring and pricing. The branch represents Ontario's interests in electricity discussions with the federal government and other jurisdictions; and provides the ministry's and government's principal liaison with Ontario Hydro, municipal utilities and other stakeholders in the electricity sector.

ELECTRICITY RESTRUCTURING OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 4:45

The **Electricity** Restructuring Office coordinates ministry policy development; consultation and stakeholder liaison on matters related to restructuring Ontario's electricity sector. The Office is responsible for overall project management and coordination of activities related to restructuring Ontario's electricity industry, and addresses a range of regulatory and transition management issues associated with the implementation of the Energy Competition Act, 1998. The Office also provides

analysis and advice concerning energy efficiency, environmental disclosure and renewable energy issues, and on related new technologies.

ENERGY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 4:45

The **Energy** Policy Branch conducts financial and economic analysis related to the energy industry, regulatory issues, energy policy and market structures. Through a shared services agreement, the branch provides environmental economics support to the Ministry of the Environment. The branch includes the Oil and Gas section which provides analysis, advice and liaison relating to oil and natural gas. It is also responsible for the ministry's climate change work and energy intergovernmental relations and contingency planning.

OIL AND GAS SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981

The **Oil** and Gas Section of the **Energy** Policy Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of **natural gas**, crude oil, **petroleum** products, petrochemicals, **gasoline** and alternate **transportation** fuels. The section provides the ministry's main liaison with the Ontario Energy Board, the oil, gas and alternate transportation fuels industries and associations. It also represents Ontario's oil and gas interests in **hearings** before the National Energy Board and discussions with the federal government and other jurisdictions.

SCIENCE AND TECHNOLOGY DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00

Science and **Technology** Division identifies opportunities to use provincial **investment** in scientific **research** and technology development to leverage financial support by the private sector and other partners. It helps Ontario businesses, institutions and individuals adopt new technologies and increase their ability to innovate; working to position Ontario as a jurisdiction where science and technology and telecommunications infrastructure fuel economic growth and create long-term high-value jobs. The division also coordinates policies and programs between ministries to get the most from the Ontario government's own research and science-related investments.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
Fax (416)326-9654
www.networks-ontario.com
8:30 - 5:00

The Information and Communications Technologies Branch is responsible for the Ontario Research and Innovation Optical Network, Connect Ontario and the Interactive Digital Media Small Business Growth Fund and for strategic issues with respect to the ICT industry and the use of new technologies in the broader public sector and community. Although the branch is part of the Ministry of Energy, Science and Technology, there is also a reporting relationship to the Employment and Business Development Division of the Ministry of Economic Development and Trade.

INTER-MINISTRY COUNCIL ON SCIENCE, TECHNOLOGY AND INNOVATION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00

The Council is the senior body responsible for the strategic coordination of science, technology and innovation initiatives and programs in the Ontario government. The council is formed by representative assistant deputy ministers from each stakeholder ministry and it is chaired by the Deputy Minister of the Ministry of Energy, Science and Technology. Council objectives: to develop broad-based science, technology and innovation strategies and policies which will encourage social and economic development, investment and job creation; to provide leadership by encouraging collaborative, multi-ministry initiatives in science, technology or innovation and sharing information across all ministries; to draw upon the broad expertise in science, technology and innovation within the Ontario government to develop a vision for science, technology and innovation in the province.

LIFE SCIENCES AND TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525
Fax (416)314-0680
8:30 - 5:00

The Life **Science**s and Technologies Branch is responsible for the Health Industry Office which has sector responsibility for pharmaceuticals, medical devices and bio-pharmaceuticals; and the Bio**technology** Secretariat which provides a one-window approach to biotechnology issues within the Ontario government.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
Fax (416)314-8224

The **Research**, **Technology** and Innovation Branch is responsible for the Premier's Research Excellence **Award**s, the Ontario Research and Development Challenge Fund, the Centres of Excellence, Ontario's **international science** and technology agreements; for promoting science and

technology awareness; and for building an Innovation Culture in Ontario. The branch provides administrative support to the Ontario Science, Technology and Innovation Council (external advisory body) and the inter-ministerial Science, Technology and Innovation Committee (of ADM's); prepares annual report of science and technology activity in Ontario; fosters liaison across all "science ministries" and other stakeholder groups. It is also responsible for science and technology relations with other provinces and the federal government and for science and technology agenda support for the Annual Premier's Conference.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD

Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
Toll Free 1-877-632-2727
Fax (416)440-7656
www.oeb.gov.on.ca
8:15 - 4:30

The Ontario **Energy** Board is an independent, quasi-judicial tribunal that reports to the Minister of Energy, Science and Technology. The Board has regulatory oversight of gas and **electricity** matters and provides advice as required to the Minister. In the electricity sector, the Board licenses all market participants and sets rates charged for transmission and distribution. Companies that want to purchase or sell distribution and transmission asset must have board approval. The Board plays an important role in preparations for opening of the competitive electricity market. Its market readiness plan maps out the route retailers must follow in order to be ready for the opening. In the **natural gas** sector, the Board sets the rates charged by **utilities** and licenses companies that sell to residential and commercial users. The construction of natural gas pipelines and franchise agreements between utilities and municipalities regarding right-of-way must also be approved by the Board.

ACTS

Electricity Act, 1988
Energy Efficiency Act
Ministry of Energy Act
Ontario Energy Board Act, 1988
Toronto District Heating Corporation Act, 1988

MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
www.ene.gov.on.ca
8:30 - 5:00

The Ministry of the Environment's mandate is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario. The ministry's core business areas are: protecting the quality of the natural environment (environmental protection); and encouraging environmentally sustainable use of our water, land, energy and material resources (conservation and stewardship). The ministry is responsible for developing programs and policies that protect air, water and land, and encouraging green industry and technologies.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 4:45

The Communications Branch provides information on ministry policies and programs to the general public and targeted audiences. Branch staff develops the ministry's corporate communications strategies, produces written and graphic communications materials and responds directly to enquiries from the general public and the media. The branch operates the ministry's Public Information Centre. Information on the ministry's programs and publications may be obtained by contacting the Public Information Centre.

PUBLIC INFORMATION CENTRE
1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
8:30 - 5:00

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9200
Fax (416)314-9220
8:15 - 4:30

Internal Audit Services assists the Deputy Minister and ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to

help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6569
(416)314-6581 (Duty Counsel Line)
Fax (416)314-6579
8:30 - 5:00

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; conducting prosecutions under provincial environmental legislation; representing the ministry before environmental, land-use planning and energy tribunals; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

ASSOCIATE DEPUTY MINISTER'S OFFICE

IMPLEMENTATION AND TRANSITION SECRETARIAT

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935

The Associate Deputy Minister Responsible for Implementation and Transition coordinates the development and implementation of the government-wide environmental vision, goals and strategy contained in the Managing the Environment report. The Secretariat's responsibilities include: overall plan development; establishment of priorities; coordination of activities by, and input from various affected ministries; implementation; and monitoring progress against expected results. The Secretariat is supported by Assistant Deputy Ministers and transition teams from each participating ministry.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425
Fax (416)314-7858 (40 St Clair Ave W)
8:00 - 5:00

The Corporate Management Division is responsible for human resources, business and fiscal planning, accommodation, budgetary control, and for ensuring the ministry's corporate information management and technology needs are met in an integrated and cost effective manner. It liaises with central agencies, and ensures ministry compliance with government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act, the French Language Services Act, Quality Service and the Environmental Bill of Rights. The division provides business support services to the Ministry of Energy, Science and Technology; and

negotiates and oversees the provision of services under agreement with the Shared Services Bureau and Internal Audit.

BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7360
Fax (416)314-7858
8:30 - 5:00

The Business and Fiscal Planning Branch provides strategic advice for, coordinates and monitors the ministry's business plans. The branch helps to develop and monitor ministry and divisional performance measurement criteria. It coordinates, analyzes, and monitors the ministry's estimates and budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch negotiates and oversees the provision of services under agreements with the Shared Services Bureau for services such as financial processing and reporting, procurement, payment, mail and control services. Business and Fiscal Planning Branch is also responsible for accommodation and facilities management, running the ministry print shop and for management of requests under the Freedom of Information and Protection of Privacy Act.

FREEDOM OF INFORMATION AND RECORDED INFORMATION MANAGEMENT OFFICE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
Fax (416)314-4285
8:30 - 5:00

Freedom of Information and Recorded Information Management Office is responsible for implementing and administering the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the act, coordinates access to information requests and represents the ministry when appeals are filed.

ENVIRONMENTAL BILL OF RIGHTS OFFICE

12th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
Fax (416)314-6872
www.ene.gov.on.ca/ebr/english
8:30 - 5:00

The **Environment**al Bill of Rights (EBR) Office ensures, on behalf of the ministry, the compliance with the legal requirements of the EBR and manages, on behalf of government, the Environmental Registry, which acts as the principal tool to ensure the public's right to participate in government decision-making. Activities include: facilitating and improving information sharing with the public through the management and enhancement of the Environmental Registry; providing coordination, support and advice to ministry staff, staff of other prescribed ministries, the Environmental Commissioner of Ontario and public/stakeholder groups; facilitating communications and training to internal/external agencies; identifying and implementing streamlining and procedural improvements to the EBR including access to enhanced information using Web technology and regulatory/legislative changes.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 4:30

The French Services Office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French, and serves as a link between the francophone community and the ministry. This office also provides translation services, ensures the use of standardized environmental terminology in French, and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 5:00

The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch approves appropriate compensation and classification levels for all employees and provides services such as staff recruitment, employee counselling, labour relations, occupational health and safety services and technical training and development. The branch also oversees the classification and certification policies and programs related to water and **sewage** operators. Administration of employee pay and benefits, benefits counselling and generic training are provided through the newly created Shared Services Bureau.

INFORMATION MANAGEMENT AND TECHNOLOGY BRANCH

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:30 - 4:30

The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of Land and Resources Cluster (LRC) and ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the LRC's and the ministry's information technology infrastructure, and the maintenance of the wide area network (WAN).

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358

The Environmental Sciences and Standards Division is responsible for ensuring that the ministry has the best available scientific and technological information for all the programs and policies developed to address priority issues. The division is also responsible for development of standards,

analytical services and monitoring of ambient **air** and **water** quality to ensure protection of health and the environment. This division provides these services through its five branches: Environmental Monitoring and Reporting, Drive Clean Office, Environmental Partnerships, Standards Development and Laboratory Services Branch.

WORKFORCE PLANNING OFFICE

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7888
Fax (416)314-7890
8:30 - 5:00 ♿

The Environmental Sciences and Standards Division and Integrated Environmental Planning Division, WorkForce Planning Office provide divisional coordination for budget issues, human resources, business planning and customer service.

DRIVE CLEAN OFFICE

4th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5856
Fax (416)314-4160
www.driveclean.com
8:00 - 5:00 ♿

In support of cleaner air, the Drive Clean Office is responsible for the design and delivery of Ontario's Drive Clean Program. The Drive Clean Program is Ontario's mandatory vehicle emission inspection and maintenance program for light duty and heavy duty vehicles. Light duty vehicles in the program area are required to be tested biennially and heavy duty vehicles must be tested annually. The goal is to reduce smog-causing pollutants from vehicles by up to 22% when fully operational at the end of 2004 while maintaining high public acceptance. Drive Clean Services are delivered through private service stations under performance agreements, fee-for-service contracts with private industry, and partnerships with associations and companies. The Drive Clean Office manages the contracts, sets program regulations and policies, and directs quality assurance and central **enforcement** activities, as well as a dispute resolution process.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6300
Fax (416)235-6235
8:30 - 5:00 ♿

The **Environment**al Monitoring and Reporting Branch provides environmental information province-wide through a multimedia monitoring network. It also coordinates data management, systems, and the preparation of reports for the Environmental Sciences and Standards Division.

ENVIRONMENTAL PARTNERSHIPS BRANCH

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1450
Fax (416)327-1261
8:30 - 4:45

The **Environmental** Partnerships Branch plays a key role in managing the ministry's partnerships with private industry, **municipalities**, government and non-government organizations. The branch offers services designed to: enhance and accelerate the use of **pollution** prevention, **energy** and **water conservation** and environmental management systems by industry and others; promote Ontario's environment industry; transfer water and sewer infrastructure responsibility from the province to municipalities; assist municipalities to achieve the **drinking water** standard; and promote cleaner **air** programs and **Great Lakes** renewal.

Services offered to the Public:
Application Form for Provincial Funding
Assessment of Economics
Business Directory
Business Guide
Environment Industry Solutions
Marketing Guide

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00

The **Laboratory** Services Branch provides analytical support for the ministry's **environmental** assessment and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects, studying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human **health**. The technical **library**, located on Resources Road is open from 8:00 a.m. to 4:00 p.m., Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, (by appointment) and consists of textbooks, journals and ministry documents.

STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00

Standards Development Branch provides toxicological and **risk assessment** expertise in support of ministry programs, policies and regulations. In addition, the branch identifies, assesses and develops effective solutions to ecosystem and human health threats. The branch's mandate is delivered by focusing on four key program areas. **Environmental** standards that protect human health and the natural environment are developed and promulgated. Toxicological advice and diagnostic services on environmental **contaminants** are delivered. The **Pesticides** Act and

regulations are administered, and pesticides programs are developed. New and emerging environmental technologies are assessed and technology transfer is promoted.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
8:00 - 5:00

The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include the: Waste Management Policy, Land Use Policy, Water Policy, Air Policy and Climate Change Branches as well as the Environmental Liaison Office.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4148
Fax (416)314-4128
8:00 - 4:30

The **Air** Policy and Climate Change Branch is responsible for the development of policies and identification of program needs for the improvement and protection of Ontario's air quality. The branch takes the lead on air issues such as smog, acid rain, fine particulates, ozone depletion, and leads Ontario's position on climate change and other activities to reduce greenhouse gas emissions.

ENVIRONMENTAL LIAISON OFFICE

5th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-8478
Fax (416)325-8181
8:30 - 5:00

The Environmental Liaison Office is responsible for the coordination of the ministry's relations with the federal government, other provincial governments, municipal governments and aboriginal groups as they relate to the environment. The Environmental Liaison Office also coordinates the ministry's relations with the United States and other international jurisdictions concerning environmental issues. The office also provides a coordination role with other ministries and Cabinet Office.

LAND USE POLICY BRANCH

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)326-0461 (General)
Fax (416)314-7200 (Director's Office)
8:30 - 4:30

The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging

environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water, and healthier ecosystems.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)325-4437
Fax (416)314-9411 (8th Flr)
8:00 - 5:00

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with **municipal**ities, the private sector and associations to manage both hazardous and non-hazardous wastes; and promotes waste minimization, diversion and **recycling** activities.

WATER POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4140
Fax (416)314-3918
Fax (416)314-2976 (Director's Office)
Fax (416)314-3924
8:15 - 4:30

The Water Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other jurisdictions, municipal, federal, other provincial and international interests to develop effective policies and programs for the protection and wise management of ground water, surface water and **drinking water**; and promotes water efficiency for ecological, environmental and social economic sustainability.

OPERATIONS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396

The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of **pesticides**. In addition, the division is responsible for administering the ministry's approvals, environmental assessments, and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH

12A Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452 (12A Flr)
8:30 - 5:00

The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's Environmental Assessment Act, which applies to the planning of all public sector projects and certain types of private sector **waste** management projects; the Ontario **Water** Resources Act and Environmental Protection Act, under which it reviews and approves technical applications for new or modified waste, water and **sewage** facilities, or facilities which may emit a contaminant, including **noise**, to the air. The branch also administers the Pesticide Act, including permitting and **licensing** requirements for the sale and use of **pesticides**. Within the branch, dedicated staff are available to answer all enquiries regarding the programs from the public and the regulated community. Advice and technical guidance on the requirements for specific applications is also available.

ENVIRONMENTAL SWAT TEAM

Suite 1003, 305 Milner Ave
Scarborough M1P 3V4
General Inquiry (416)314-4278
Fax (416)314-4464
8:15 - 4:30

The **Environment**al SWAT Team is a highly mobile group of Operations Division staff whose focus is to ensure that **pollution** sources are complying with environmental legislation, particularly repeat offenders or those who openly defy the law.

INVESTIGATIONS AND ENFORCEMENT BRANCH

8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6777
Fax (416)326-5256
8:15 - 4:30

The Investigations and **Enforcement** Branch is responsible for all aspects of **environment**al enforcement within the ministry. The branch complements other ministry programs to ensure compliance with environmental laws.

CENTRAL REGION
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15 - 4:30

EASTERN REGION
133 Dalton Ave
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15 - 4:30

NORTHERN REGION
Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:15 - 4:30

SOUTHWESTERN REGION
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5008
8:15 - 4:30

WEST CENTRAL REGION
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Fax (905)521-7181
8:15 - 4:30

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides.

CENTRAL REGION

CENTRAL REGION OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Toll Free 1-800-810-8048
Fax (416)325-6345 (For FOI also)
8:30 - 5:00

HALTON-PEEL DISTRICT OFFICE
Suite 300, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)319-3847
Toll Free 1-800-335-5906
Fax (905)319-9902
8:30 - 5:00

TORONTO DISTRICT OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6346
8:30 - 5:00

YORK DURHAM DISTRICT OFFICE
5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (905)427-5600
Toll Free 1-800-376-4547
Fax (905)427-5602
8:30 - 5:00

EASTERN REGION

KINGSTON REGIONAL OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
Fax (613)548-6911 (Director)
8:30 - 5:00

BELLEVILLE AREA OFFICE
Belleville Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809
8:15 - 5:00

CORNWALL AREA OFFICE
2nd Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402
8:30 - 5:00

KINGSTON DISTRICT OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000x2692
Fax (613)548-6920
8:30 - 5:00

OTTAWA DISTRICT OFFICE
2435 Holly Lane
Ottawa K1V 7P2
General Inquiry (613)521-3450
Fax (613)521-5437
8:30 - 5:00

PETERBOROUGH DISTRICT OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4300
Fax (705)755-4321
8:30 - 5:00

NORTHERN REGION

THUNDER BAY REGIONAL OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
Fax (807)475-1754
8:30 - 5:00

SUDBURY DISTRICT OFFICE
Suite 1101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
Fax (705)564-4180
8:30 - 5:00

SUDBURY/SAULT STE MARIE DISTRICT OFFICE - SAULT STE MARIE AREA
Roberta Bondar Pl
Suite 610, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2170
Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
Fax (705)541-2171
8:30 - 5:00

THUNDER BAY DISTRICT OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1315
(807)475-1205 (Regional Office)
Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)
Fax (807)475-1754
Fax (807)473-3160
8:30 - 5:00

THUNDER BAY/KENORA DISTRICT OFFICE - KENORA AREA
808 Robertson St
PO Box 5150
Kenora P9N 1X9
General Inquiry (807)468-2718
Toll Free 1-888-367-7622 (Within Area Code 807)
Fax (807)468-2735
8:15 - 5:00

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520
8:30 - 5:00

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA
Suite 103, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6865
Toll Free 1-800-609-5553 (Within Area Code 705)
Fax (705)497-6866
8:30 - 5:00

SOUTHWESTERN REGION

LONDON REGIONAL OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

BARRIE DISTRICT OFFICE
Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)739-6441
Toll Free 1-800-890-8511
Fax (705)739-6440
8:30 - 5:00

LONDON DISTRICT OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

OWEN SOUND DISTRICT OFFICE
1580 20th St E
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Toll Free 1-800-265-3783
Fax (519)371-2905
8:30 - 5:00

SARNIA DISTRICT OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Toll Free 1-800-387-7784
Fax (519)336-4280
8:30 - 5:00

WINDSOR DISTRICT OFFICE
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-2546
Toll Free 1-800-387-8826
Fax (519)254-5894
8:30 - 5:00

WEST CENTRAL REGION

HAMILTON REGIONAL OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Toll Free 1-800-668-4557
Fax (905)521-7820
8:30 - 5:00

GUELPH DISTRICT OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4255
Toll Free 1-800-265-8658
Fax (519)826-4286
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Fax (905)521-7806
Fax (905)521-7820
8:30 - 5:00

NIAGARA DISTRICT OFFICE
9th Flr Suite 15, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:30 - 5:00

SPILLS ACTION CENTRE

Place Nouveau Bldg
10th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-800-268-6060 (Spill Reporting)
Toll Free 1-866-663-8477 (Pollution Hotline/MOE-TIPS)
Fax (416)325-3011
24 Hours

The **Spills** Action Centre, staffed on a 24-hour basis, receives province-wide reports of spills and coordinates appropriate response actions. The centre also receives adverse drinking water notifications and **pollution** hotline calls in addition to reports of occurrences for a number of other ministries and agencies. The Contingency Planning Office promotes planning by industries, **municipal**ities, and federal and provincial agencies to control pollution caused by spills. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the **Environment**al Protection Act.

AGENCIES, BOARDS AND COMMISSIONS

ENVIRONMENTAL REVIEW TRIBUNAL

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
www.ert.gov.on.ca
8:30 - 4:45

The **Environment**al Review Tribunal is an independent and impartial tribunal established by provincial legislation that holds public **hearings** regarding **appeal**s arising from, amongst other things, the revocation, alteration or issuance of approvals, **licence**s, **permit**s or orders under various environmental statutes. These statutes include the Environmental Protection Act, the Environmental Assessment Act, Ontario Water Resources Act, Ontario Pesticides Act and the Environmental Bill of Rights, 1993. Under the Niagara Escarpment Planning and Development Act, Tribunal members are appointed to make recommendations/decisions regarding permit development application appeals and plan amendment applications.

OFFICE OF CONSOLIDATED HEARINGS

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
www.ert.gov.on.ca
8:30 - 4:30

Under the Consolidated **Hearings** Act, the Environmental Review Tribunal holds public hearings in conjunction with the Ontario **Municipal** Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be **appeal**ed to the Divisional Court.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)314-5600
Toll Free 1-800-667-6292
Fax (416)314-8300
www.ocwa.com
8:15 - 5:15

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide safe, reliable and cost-effective water and **waste**water services to Ontario **municipal**ities. The Agency currently operates over 400 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water distribution systems. The Ontario Clean Water Agency is not a monopoly and receives no government subsidies. OCWA is a business that competes for its contracts in an open marketplace against private sector companies. The Agency reports to the Minister of the **Environment**. OCWA's mission is: "To be the best in the business of producing clean water".

AREA OFFICES

EASTERN AND NORTHERN
593 Norris Crt
Kingston K7P 2R9
General Inquiry (613)634-6292
Fax (613)634-1942

SOUTH PEEL FACILITIES
1300 Lakeshore Rd E
Mississauga L5E 1E9
General Inquiry (905)274-1223
Fax (905)274-5906

WESTERN AND CENTRAL
3508 Wonderland Rd S
London N6L 1A7
General Inquiry (519)652-7033
Fax (519)652-7020

PESTICIDES ADVISORY COMMITTEE

12th Flr Suite 1203, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-9230
Fax (416)314-9237
www.opac.gov.on.ca
8:15 - 4:30

This **Pesticides** Advisory Committee advises the Minister of **Environment** on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also classifies all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act
Environmental Assessment Act
Environmental Bill of Rights, 1993
Environmental Protection Act
Ontario Water Resources Act
Pesticides Act
Waste Management Act, 1992

MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free 1-800-263-7965 (General Inquiry)
Fax (905)433-6777
www.gov.on.ca/fin
8:30 - 5:00

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission, the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER'S OFFICE

INTERNAL AUDIT SERVICES

31st Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)325-8320
Fax (905)433-5222 (Oshawa)
Fax (416)325-5096 (Toronto)

Internal Audit Services provides a full range of internal audit services geared to assisting its clients in achieving their objectives, identifying and managing risks and improving controllership, accountability, effectiveness, efficiency and economy of programs, systems and operations. The range of services provided include business advisory, audit (value for money, financial and compliance) services, control and risk assessment, information technology audits and consultation, facilitation and liaison with the Provincial Auditor. Its clients include the Ministries of Finance and Labour and their agencies, the Office of the Premier and the Cabinet Office.

INTERNAL AUDIT SERVICES - OSHAWA
3rd Flr, 33 King St W
Oshawa L1H 8H5
8:30 - 5:00

OFFICE OF LEGAL SERVICES - TORONTO

Frost Bldg S
5th Flr Rm 515, 7 Queen's Park Cres E
Toronto M7A 1Y7
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

OFFICE OF LEGAL SERVICES - OSHAWA
Michael Starr
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 4:30

CORPORATE AND QUALITY SERVICE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:15 - 5:00

The Corporate and Quality Service Division provides leadership in quality service, strategic planning, financial and business planning, ministry controllership, relationship management and strategic communication. Core business support services delivered include financial and acquisition services, human resources, accommodations, data capture and remittance processing, Freedom of Information and Protection of Privacy, corporate call centre, and Communications and Corporate Affairs.

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-2334
Fax (416)325-0339
www.gov.on.ca/FIN
8:30 - 5:00

The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Minister of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries to support jobs and the economy. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. In addition, the branch coordinates the distribution of Ministry of Finance documents and requests for translation. It also tracks and coordinates responses to all ministerial correspondence and provides information and research services.

BUDGET SECRETARIAT

Frost Bldg N
Rm 203, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00

Budget Secretariat is responsible for the coordination and the production of the Ontario Budget, Fall Economic Statement and other high-profile ministry projects. Additional responsibilities include managing and providing support to ministry consultations and delegations, developing and managing two annual ministry charitable campaigns, providing creative design and production/ publication advice and assistance to the ministry and government. The Secretariat is also responsible for ensuring that Physical Security and Fire Safety for the Frost Complex and its occupants is adequate.

CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:15 - 4:30

The Corporate Planning and Finance Branch is responsible for corporate resource management, processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet submissions; coordinating, researching and developing corporate initiatives and policies. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch provides central facilities design and accommodation services; IT and physical security; financial controllership and tax revenue reporting, including the Revenue Service Centre which supports Local Service Realignment activities. Responsibilities also include the day-to-day liaison with the Shared Services Bureau for the ministry's transaction based financial services, purchasing, fleet management and operation of central stores functions.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5377
Toll Free 1-800-263-3971
Fax (905)436-4462
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5

Mailing Address:
6th Flr, 101 Bloor St W
Toronto M7A 1C1

General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588
Fax (416)325-8299 (Toronto)
8:15 - 5:00

The Human Resources Branch performs the human resources management function for the Ministry of Finance, Office of the Premier and Cabinet Office. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating and development, human resources planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU), AMAPCEO and the Shared Services Bureau (Payroll Benefits & Generic Training). This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00

The Revenue Operations and Client Services Branch supports the Ontario Government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone Call Centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically **Disabled** and provides additional client services for the ministry in such areas as mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard.

MINISTRY INFORMATION CENTRE

2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965 (General Inquiry)
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00

Ministry Information Centre provides program and account-specific information to the public, client groups and central agencies on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, Fuel and **Tobacco** Taxes/Border Levy, **International** Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used Vehicle Information Program, Permanently Physically **Disabled** Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario Home Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario **Child Care** Supplement for Working Families, Ontario **Investment** and Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit Audit, Financial Services Commission, Property Assessment, Provincial Sales Tax and Ontario Savings **Bonds**. The Centre also responds to calls on behalf of other ministries such as the Employment Standards for the Mininstry of Labour.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
Fax (905)436-4494
8:30 - 5:00

In partnership with other provincial ministries and government bodies (e.g. OPP, Revenue Canada, Ministry of Natural Resources, Ministry of Attorney General), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners. Document imaging, archival storage and retrieval of images and assembly of working File Folders with workflow management are services also provided.

FINANCE INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
Fax (905)433-5708

Finance Information and Information Technology Cluster is closely aligned to the core businesses of the ministry and is absolutely essential to the efficient and cost effective delivery of services, the growth of those businesses and their contribution to the agendas of both the ministry and the government. Although there are a wide range and diversity of technology, it is matched to meet the business needs, is well integrated and designed to meet corporate I&IT directions.

BUSINESS SOLUTIONS BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6461
8:30 - 5:00

The Business Solutions Branch supports the collection of tax revenue and the administration of tax revenue grants programs by providing computer production support and maintenance services, data warehouse and Management Information Systems (MIS) services, and the delivery of large and small scale development projects.

INFORMATION AND INFORMATION TECHNOLOGY-STRATEGIC PLANNING AND INFORMATION MANAGEMENT

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797

The Strategic Planning and Information Management section is responsible for information and information technology (I&IT) strategic planning, business planning, architecture development and recorded information management for the I&IT Cluster. The section includes the Project Office for the I&IT Cluster.

INFORMATION TECHNOLOGY SERVICES BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
(416)325-8244 (Toronto Service Desk)
(905)433-5100 (Oshawa Service Desk)
Fax (905)436-4449
8:00 - 5:00

The Information Technology Services Branch is responsible for the provision of on-line and batch business transaction processing, volume printing and mass mailing infrastructure management, disaster recovery planning, and providing functional and corporate lead to a range of other technology areas that support and recognize government/ministry business as the drivers of IT services. These areas include IT business planning, architecture development, IT security, database design, electronic commerce, corporate applications, applications development support, voice and data and telecommunications deployment, forms design, IT Standards, hardware/software maintenance, capacity and performance management, technology acquisition and integration, and vendor management.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:30 - 5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the Provincial Government with advice and assistance on all aspects of fiscal and expenditure management and planning, and financial management and reporting. Division staff work closely with other divisions of the Ministry of Finance, Cabinet Office, Management Board, Crown corporations and all ministries. In addition, the division has frequent contact with the accounting profession and private organizations interested in Ontario's fiscal and financial policy, including the financial community.

FINANCIAL ANALYSIS BRANCH

10th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-2727
Fax (416)327-2743
8:30 - 5:00

Financial Analysis Branch provides quality financial advice and expertise on fiscal planning, financial reporting, financial management accounting and business practice issues, for proposals and decisions with fiscal implications. It ensures that a thorough review and analysis of the impact of proposals is reflected in the government's fiscal plan and financial reporting practices.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:30 - 5:00

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital envelope.

OFFICE OF THE CONTROLLER

Frost Bldg S
1st Flr Rm 162, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-2029
8:00 - 5:00

The Office of the Controller assists the government in determining financial reporting standards, and reports the province's financial position to the public and Legislature through annual Public

Accounts. It works with ministries to promote good financial management practices to improve the quality of financial information for decision making. It ensures that financial controls and recording systems are in place to safeguard the province's assets and to promote best practices. It works closely with the Office of the Provincial Auditor on issues in accounting and reporting policies, and with the Canadian Institute of Chartered Accountants and professional groups on standards for government financial reporting and financial management practices. It administers the annual reporting of public sector salaries of $100,000 and over under the Public Sector Salary Disclosure Act, and undertakes policy development and consultation to improve the accountability of public sector organizations.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS)

16th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-2200
Fax (416)325-8465
Fax (416)325-6382 (ADM Fax)
8:30 - 5:00

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the OPS such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards

OFFICE OF ECONOMIC POLICY

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0840
Fax (416)325-9224
8:30 - 5:00

The Office of Economic Policy provides the Minister of Finance and the government with analytical support and economic policy advice on a wide range of economic, fiscal and financial issues and trends that affect economic growth and job creation. Specifically, the Office provides support and advice in a number of critical areas including macroeconomic projections and revenue forecasts; development of economic policy initiatives for the annual Budget; socioeconomic and labour market issues; demographic analysis and population forecasts; sectoral; regional and structural economic analysis; and the financial services sector regulatory policy. The OEP also liaises with Statistics Canada.

INDUSTRIAL AND FINANCIAL POLICY BRANCH

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)985-2471
Fax (416)325-1187
8:30 - 5:30

The Industrial and Financial Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector. It also provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral industrial and regional performance, capital market structure and access to capital, innovation, technology and the environment.

DEPOSIT-TAKING INSTITUTIONS POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)889-3792
Fax (416)327-0941
8:30 - 5:30

Deposit-Taking Institutions Policy undertakes research, policy analysis and development on matters concerning banks, loan and trust corporations, credit unions and caisses populaires, and mortgage brokers.

INDUSTRIAL SECTORS POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
8:30 - 5:30

Industrial Sectors Policy undertakes policy research and analysis and provides policy advice on issues related to industries, and business climate and regulation, including the environment.

INSURANCE AND COOPERATIVES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)889-3792
Fax (416)327-0941
8:30 - 5:30

Insurance and Cooperatives Policy undertakes research, policy analysis and development on insurance (including auto insurance) and co-operative matters.

REGIONAL ECONOMICS AND INNOVATION POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
8:30 - 5:30

Regional Economics and Innovation Policy undertakes policy research and analysis and provides policy advice on issues related to regional economics and innovation policy.

SECURITIES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)889-3792
Fax (416)327-0941
8:30 - 5:30

Securities Policy undertakes research, policy analysis and development on securities matters.

LABOUR AND DEMOGRAPHIC ANALYSIS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00

The Labour and Demographic Analysis Branch conducts research, provides analysis and develops policy options in demographics and labour economics and social policy areas such as: population projections and analysis, job creation, youth and older workers, employment and unemployment, training, education, incomes and compensation, women, collective bargaining, public sector analysis, low income, and employment standards.

MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00

The Macroeconomic Analysis and Policy Branch is responsible for analyzing the overall state of Ontario's economy. In particular, it is charged with developing the macroeconomic and revenue forecasts for the province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in monetary policy).

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's Tax Legislation.

CORPORATE AND COMMODITY TAXATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:30

The Corporate and Commodity Taxation Branch provides advice and assistance to the Minister of Finance and the Government in formulating corporate, sales and commodity tax policy and ensures that tax legislation and regulations effectively express the Province's tax policies. Input is also provided into the Ontario Budget and various other major economic/fiscal Government documents. In addition, the Branch identifies opportunities to improve existing legislation and regulation,

supports the Minister in the legislature during the passage of legislation and provides advice on requests for remission orders and Orders in Council for corporate, sales and commodity taxes.

PENSION AND INCOME SECURITY POLICY BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00

The **Pension** and Income Security Policy Branch contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to income security programs such as child benefits, CPP, Ontario Child Care Supplement for Working Families, Ontario Guaranteed Annual Income System (GAINS) for seniors, social assistance, disability compensation and the interaction of income security programs with the tax system. Public sector pension policy involves the financial aspects of issues related to teachers, public service and broader public sector (OMERS, Hydro, HOOPP, CAAT) employment pension plans and changes to Workplace Safety and Insurance Board benefits. The branch is also responsible for the legislative framework of Ontario's pension system and provides policy advice to the Minister regarding reforms and initiatives for the legislation applicable to employee-sponsored pension plans.

Services offered to the Public:
Federal-Provincial Programs
Income Security Policy
Pension Policy

PERSONAL INCOME TAXATION AND FISCAL ARRANGEMENTS BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30

The Personal Income Taxation and Fiscal Arrangements Branch provides advice and assistance to the Minister of Finance and the government in formulating personal income tax and employer health tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. In addition, the branch makes recommendations to advance Ontario's interest in areas of federal-provincial finance, including: Canada Health and Social Transfer, fiscal equalization and federal-provincial cost-shared programs review. Input is also provided into the Ontario budget and various other major economic/fiscal government documents.

ONTARIO ELECTRICITY RESTRUCTURING SECRETARIAT

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)889-4683

The Ontario Electricity Restructuring Secretariat was established as of September 20, 1999 to coordinate the Ministry of Finance's activities related to the financial restructuring of the electricity industry. This requires a multi-divisional effort involving the Office of Economic Policy, the Office of the Budget and Taxation, Fiscal and Financial Policy Division, the Ontario Financing Authority, the Office of Legal Services, Tax Revenue Division and the Ontario SuperBuild Corporation.

PROVINCIAL LOCAL FINANCE SECRETARIAT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)325-7644
8:30 - 5:00

The Provincial Local Finance Secretariat is responsible for policy analysis and development, legislation and operational initiatives that support Local Services Realignment and Property Tax reform. The Secretariat also monitors, and proposes options to enhance, the fiscal and financial relationship between the Province and municipalities.

PROPERTY TAX POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The **Property Tax** Policy Branch is responsible for the development of policies relating to property **assessment** and property taxation in Ontario (including municipal taxes, education taxes and provincial land taxes). The Branch is also responsible for the design and interpretation of property tax legislation and regulations (including the Assessment Act, the property tax provisions of the Municipal Act and Education Act and the Provincial Land Tax Act).

PROVINCIAL LOCAL FUNDING UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:00 - 5:00

The Provincial Local Funding Unit provides corporate coordination of the Local Service Realignment (LSR) initiative including the Community Reinvestment Fund (CRF). The unit performs financial analysis of the municipal and provincial changes resulting from LSR and provides analysis on initiatives that impact local finance and funding.

STAKEHOLDERS RELATIONS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:30 - 5:00

The Stakeholder Relations Unit provides support to municipalities and taxpayers in understanding the **property tax** system and provincial local finance arrangements. The unit also works with key ministries to collaborate and develop an integrated approach on initiatives that impact local finances.

TAX REVENUE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry 1-800-263-7965
Fax (905)433-6686
8:30 - 5:00

The Tax Revenue Division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, **Mining**, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well as the Income Tax Act (Ontario), Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act, Community Small Business Investment Funds Act, the **Succession Duty** Supplementary Provisions Act and specific sections of the Municipal Act and Electricity Act.

COLLECTIONS AND COMPLIANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Fax (905)433-6266
8:30 - 5:00

The Collections and Compliance Branch is responsible for the recovery of past-due tax payments and returns for tax statutes administered by the Tax Revenue Division.

CORPORATIONS TAX BRANCH

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
8:30 - 5:00

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with the corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act. The branch also administers the payments in lieu (PILs) of taxes under the Electricity Act.

Services offered to the Public:
Corporations Tax

DESK AUDIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6539
General Inquiry (905)433-6559
8:30 - 5:00

The Desk **Audit** section processes tax adjustments and performs audits based on submitted information.

FIELD AUDIT OFFICES

Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
8:30 - 5:00

The Corporations Tax Branch maintains a Field Audit office in Oshawa.

FIELD AUDIT - OSHAWA
Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
(416)920-9048 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5283
Fax (905)440-4157
8:30 - 5:00

ACCOUNTING OPERATIONS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)920-9048 x3036 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5197
8:30 - 5:00

The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

RETURNS PROCESSING CENTRE

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (D-File Returns)
(905)433-6700 (Paper Returns)
Fax (905)433-5287
8:30 - 5:00

The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations** Tax Branch.

SPECIALITY ASSESSMENTS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:15 - 4:30

The Speciality **Assessments** Unit reviews and **audits** all tax credits claimed on corporate tax returns.

TAXROLL ADMINISTRATION UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:30 - 5:00

The Taxroll Administration Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

TAX ADVISORY

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H8
General Inquiry (905)433-6513
Fax (905)433-6747
8:30 - 5:00

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-263-7965
TTY 1-800-263-7776
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:30 - 5:00

The Income Tax Related Programs (ITRP) Branch administers the Employer Health Tax Act and the following Programs: Guaranteed Annual Income System, Ontario Tax Reduction, **Property Tax** Credit, Sales Tax Credit, **Political** Contribution Tax Credit, Ontario Home Ownership Savings Plan, Ontario Investment and Employee Ownership, Co-operative Education Tax Credit, Graduate Transitions Tax Credit, **Child Care** Tax Credit, **Workplace** Child Care Tax Credit, Workplace Accessibility Tax Credit, Ontario Child Care Supplement for Working Families, Ontario Opportunities Fund and Community Small Business Investment Fund programs.

Services offered to the Public:
Co-op Education Tax Credit
Community Small Business Investment Funds
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Opportunities Fund
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00

The **Audit** section performs field and desk audits for the Employer Health Tax and the Tax Credit Program. It also provides LAN and PC support to the branch.

CENTRALIZED FINANCE AND ADMINISTRATION

33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry (905)440-4091
Fax (905)440-4088
8:15 - 5:00

Centralized Finance and Administration provides centralized budgetary planning, financial and administrative function, monitors and controls transfer payments for the GAINS and OCCS programs for the Tax Revenue Division branches - ADM's Office, Collections and Compliance, Corporations Tax, Income Tax Related Programs, Motor Fuels and Tobacco Tax, Special Investigations, Tax Appeals, and Regional Tax Offices - London, Mississauga, North York and Ottawa.

OPERATIONS

33 King St W
PO Box 624
Oshawa L1H 8H8
Fax (905)433-6668 (GAINS, OHOSP, OCCS & BIPS)
8:30 - 5:00

The Income Tax Related Programs Branch's Operations section consists of five units: Guaranteed Annual Income System, Ontario Home Ownership Savings Plan, Programs and Services, **Business** Investment Plans (BIPS), and the Ontario Child Care Supplement for Working Families Program. BIPS administers the Community Small Business Investment Funds Act. The Programs and Services section provides operational support to Employer Health Tax administration.

TAX ADVISORY

33 King St W
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00

Tax Advisory section provides legislation, program advisory and communication support for the programs administered by the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
8:30 - 5:00

The Motor **Fuels** and **Tobacco** Tax Branch administers the **Gasoline** Tax Act, Fuel Tax Act, Tobacco Tax Act, Land Transfer Tax Act, Provincial Land Tax Act, wind-down of the **Succession Duty** Act, tax on gross receipts in organized areas (**Municipal** Act) and collects Payments in Lieu of additional municipal and school taxes (Electricity Act). Tobacco, gas and fuel taxes are collected by designated collectors and applicable tax refunds are provided. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Land Transfer Tax refunds are provided to first-time home-buyers; a) who opened an Ontario Home Ownership Savings Plan before January 1, 1994 or b) a refund up to $2000 on a newly constructed home purchase. Provincial Land Tax is tax on property and gross receipts of telephone and telegraph companies, in unorganized areas.

Services offered to the Public:
Collector Designation - GTA
Collector Designation - TTA
Dyer Registration Certificate - FTA
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit - Kerosene (FTA)
Fuel Acquisition Permit - Tobacco Curing (FTA)
Fuel Acquisition Permit-FTA
Fuel Tax
Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate-FTA
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit (FTA)
Propane Exemption Certificate -GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products-TTA
Unmarked Cigarette Dealer's Permit-TTA
Wholesale Dealer's Permit (Tobacco)-TTA

REGIONAL TAX OFFICES

The Regional Tax Offices deliver Ontario's key tax programs, **Corporations** Tax, **Retail Sales Tax** and Employer Health Tax through a "one window" tax office. There are two such offices: North York Regional Tax Office and Mississauga Regional Tax Office (listed elsewhere). The Regional Tax Offices provide **audit**, collection, service and taxroll activities for the programs administered by the Corporations Tax Branch, Retail Sales Tax Branch and Employer Health Tax Branch.

LONDON REGIONAL TAX OFFICE
Suite 400, 130 Dufferin Ave
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)661-6618
8:30 - 5:00

KITCHENER DISTRICT TAX OFFICE
9th Flr, 305 King St W
Kitchener N2G 1B9
General Inquiry (519)576-8400
Toll Free 1-800-265-2303
Fax (519)571-6100
8:30 - 5:00

WINDSOR DISTRICT TAX OFFICE
Unit 103, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0066
Toll Free 1-800-465-4021
Toll Free French 1-800-465-7027
Fax (519)972-2950
8:30 - 5:00

MISSISSAUGA REGIONAL TAX OFFICE
1st Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-9490 (Employer Health Tax & Retail Sales Tax)
Toll Free 1-800-265-9969 (Employer Health Tax & Retail Sales Tax)
Fax (905)949-7700 (Audit)
Fax (905)949-3389 (Services)
Fax (905)306-3016 (Collections)
Fax (905)615-5860 (Director)
8:30 - 5:00

BRANTFORD REGIONAL OFFICE
213 King George Rd
Brantford N3R 6S8
General Inquiry (519)754-4849
Toll Free 1-800-461-3806
Toll Free French 1-800-461-0038
Fax (519)758-2239
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Helen Fairclough Bldg
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00

NORTH YORK REGIONAL TAX OFFICE
2nd Flr, 5 Park Home Ave
North York M2N 6W8
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-800-268-8852 (Retail Sales Tax - French and English)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free French 1-888-612-6509 (Employer Health Tax)
Fax (416)218-3738
Fax (416)218-3276 (Director's Fax Number)
8:30 - 5:00

ETOBICOKE SUB-OFFICE
Bldg A
185 Judson St
Etobicoke M8Z 1A5
General Inquiry (416)314-5794

SCARBOROUGH SUB-OFFICE
Suite 415, 1200 Markham Rd
Scarborough M1H 3C3
General Inquiry (416)314-5233

OTTAWA REGIONAL TAX OFFICE
Suite 300, 1400 Blair Pl
Gloucester K1J 9B8
General Inquiry (613)746-9200
Toll Free 1-800-461-4909
Toll Free French 1-800-461-4909
Fax (613)842-3593
8:30 - 5:00

NORTH BAY TAX OFFICE
Suite 102, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)474-4900
Fax (705)495-3805
Toll Free Fax 1-800-461-1564
8:30 - 5:00

SUDBURY TAX OFFICE
Provincial Bldg
Suite 102, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6118
Fax (705)564-4499

THUNDER BAY DISTRICT OFFICE
1st & 3rd Flr, 130 South Syndicate Ave
Thunder Bay P7E 1C7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699
Fax (807)625-5848
8:30 - 5:00

RETAIL SALES TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Fax (905)433-5189 (Centralized Programs)
Fax (905)433-5433 (Director)
Fax (905)433-5254 (Tax Advisory)
8:30 - 5:00

Retail Sales Tax Branch administers the Retail Sales Tax Act in Ontario. **Vendors** collect Retail Sales Tax from consumers at the time of sale on most goods, taxable services, insurance premiums and prices of admission. Vendors also pay tax on most goods manufactured for own use, purchased or imported for own use. The branch operates an office in Whitby and supports four Regional Tax Offices in North York, Mississauga, London and Ottawa. These offices issue vendor **permits** and provide information on exemptions and other aspects of Retail Sales Tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayer's specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds and rebates to various claimants are verified and processed. It protects the tax base through visits and **audits**.

Services offered to the Public:
Propane/Alternative Fuels Program
Rebate for Vehicles to Transport a Permanently Physically Disabled Person
Tax for Fuel Conservation
Temporary Retail Sales Tax Rebate for Commercial Farmers
Used Vehicle Information Program

RETAIL SALES TAX FIELD OFFICES

DURHAM FIELD OFFICE
2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3332
Toll Free 1-800-668-5810 (Refunds)
Fax (905)435-3535 (General Inquiry)
Fax (905)435-3543 (Refunds)
8:30 - 5:00

HAMILTON FIELD OFFICE
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00

SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E
Oshawa L1H 8H5
General Inquiry (905)433-6900
Fax (905)436-4493
8:00 - 5:00

The Special Investigations Branch is responsible for the **enforcement** of 14 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraud**ulent grant and tax credit **claims**, and other serious **offences**. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

Services offered to the Public:
Tax Enforcement

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2
Toll Free 1-800-461-2637
Toll Free 1-800-263-7965 (Ministry Information Centre)
TTY Toll Free 1-800-263-7776 (Ministry Information Centre)
Toll Free French 1-800-668-5821 (Ministry Information Centre)
Fax (905)435-2000
8:30 - 5:00

The Tax **Appeal**s Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual Income Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Electricity Act, 1998, the Employer **Health** Tax Act, the **Municipal** Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Ministry Information Centre.

Services offered to the Public:
Objections and Appeals

AGENCIES, BOARDS AND COMMISSIONS

DEPOSIT INSURANCE CORPORATION OF ONTARIO

Suite 700, 4711 Yonge St
Toronto M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653 (Bilingual Inquiries)
Fax (416)325-9722
www.DICO.com
8:45 - 4:30

The Deposit **Insurance** Corporation of Ontario was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $100,000. Under the Credit Unions and

Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance claims, promoting standards of sound business practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
(416)590-7000 (CEO/Superintendent's Office)
TTY (416)590-7108
Toll Free 1-800-668-0128x7000 (CEO/Superintendent's Office)
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7272 (Human Resources Unit)
Fax (416)590-7070
Fax (416)590-7078 (CEO/Superintendent's Office)
www.fsco.gov.on.ca
8:00 - 5:00

The **Financial** Services Commission of Ontario (FSCO) was created on July 1, 1998, as an arm's length agency of the Ministry of Finance. As an integrated regulator, FSCO merges Ontario's regulatory activities governing pensions, insurance, loan and trust companies, credit unions, caisses populaires, co-operatives and mortgage brokers, into one body. FSCO's mandate is to enhance consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE ANALYSIS DIVISION

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The Automobile Insurance Analysis Division regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act. The division's primary private sector client base includes consumers of automobile insurance, claimants of automobile insurance benefits, insurance companies and industry associations. The division is comprised of four sections: Rates & Classifications; Actuarial Services and Accident Benefits Analysis, and the Motor Vehicle Accident Claims Fund.

ACCIDENT BENEFITS ANALYSIS UNIT

5160 Yonge St
Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7265
www.fsco.gov.on.ca
8:00 - 5:00

The Accident Benefits Analysis Unit monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the **Insurance** Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's committee on the Designated Assessment Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis.

ACTUARIAL SERVICES

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Casualty Statistical Plans, the review of licence applications, mergers and amalgamations; as well as providing actuarial support to other branches within the commission.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-1422 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-268-7188 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00

The **Motor Vehicle Accident Claims** Fund (**MVACF**) provides **compensation** to people injured in auto accidents when no automobile **insurance** exists to respond to the claim. In cases of damage to property, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and **driver** of the uninsured vehicle must be identified.

In cases where it is legally permissible, the branch attempts to recover from the uninsured motorist the monies paid out on their behalf.

RATES AND CLASSIFICATIONS

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Rates and Classifications approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. It ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. It reviews changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort; reviews the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE SERVICES

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-8450
Fax (416)590-7272 (Human Resources Unit)
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Corporate Services, consisting of four sections, is responsible for the commission's administrative, business planning, financial, human resources and information technology services.

DISPUTE RESOLUTION GROUP

14th Flr, 5160 Yonge St
North York M2N 6L9
(416)250-6714 (24 Hour Info Line)
(416)590-7210 (Mediation Hotline)
(416)590-7202 (Arbitration Hotline)
Toll Free 1-800-517-2332 (24 Hour Info Line)
Fax (416)590-7077 (Mediation and Appeals)
Fax (416)590-8462 (Arbitration)
www.fsco.gov.on.ca
8:00 - 5:00

The Dispute Resolution Group (DRG) provides services to deal with disputes arising from individual claims to automobile **insurance** statutory **accident** benefits. The first step is to apply for mandatory **mediation** with a DRG mediator, who will facilitate discussions with the parties to

help them resolve their dispute, but will not make a decision for the parties. If a claim is not resolved at mediation, the claimant has the following options: private neutral evaluation; neutral evaluation with the DRG; private **arbitration**; arbitration with the DRG which has two steps - a pre-hearing meeting and; if resolved, a formal hearing where an arbitrator makes a written decision. At the DRG, either of the parties may **appeal** a DRG arbitrator's decision with the director of arbitration on issues of law, and may also apply to have an appeal or arbitration order varied or revoked, based on a material change in the insured person's circumstances.

LEGAL SERVICES BRANCH

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-7148
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Legal Services Branch provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings before the Financial Services Tribunal. The branch provides legal services to the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

LICENSING AND ENFORCEMENT DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-9209 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-263-0541 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The **Licensing** and **Enforcement** Division is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions**, caisse populaires; **loan** and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and mortgage brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and **Caisses Populaires** Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements. It provides investigation services to support FSCO enforcement actions.

Services offered to the Public:
Investigations

OFFICE OF THE OMBUDSMAN

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-6750 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-8480
www.fsco.gov.on.ca
8:00 - 5:00

The Office of the **Ombudsman** deals with **complaint**s about the business practices of **insurance** companies that remain unresolved after the complainant and the company have attempted to reach an agreement. In addition, the office provides a "single window" for receiving and tracking complaints about all the entities of FSCO's regulated sectors.

PENSION PLANS BRANCH

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)226-7776 (Calls Accepted From Within Canada)
(416)226-7778 (Information Tape - CPP, OAS, Public Service Pension Board)
Fax (416)226-7750 (Tribunal)
Fax (416)226-7777 (Pension Plans Branch)
www.fsco.gov.on.ca
8:00 - 5:00

The mandate of the **Pension** Plans Branch is to support the Superintendent of Financial Services in administering The Pension Benefits Act (the "Act") and the regulations made under the Act (the "Regulations"). The branch processes applications made under the Act, ensures that pension plans registered comply with the Act and the Regulations and takes **enforcement** action where required. The branch is also responsible for verifying that AIR fees and PBGF **assessment**s have been remitted in accordance with the Act.

FINANCIAL HARDSHIP UNLOCKING SECTION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (7889)
TTY (416)590-7108
Toll Free 1-800-668-0128 (7889)
TTY Toll Free 1-800-387-0584
Fax (416)226-7880
www.fsco.gov.on.ca
8:00 - 5:00

The mandate of the Financial Hardship Unlocking Section is to receive, prepare and process applications concerning an individual's access to locked in retirement accounts due to financial hardship for the approval of the Superintendent of Financial Services.

POLICY AND COMMUNICATIONS BRANCH, DIRECTOR'S OFFICE

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
(416)590-7230 (Media Line)
(416)590-7298 (Publications Request Line)
TTY (416)590-7108
Toll Free 1-800-668-0123 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca.
8:00 - 5:00

The Policy and Communications Branch consists of four sections: Pension Policy Section, Insurance and Deposit Institutions Policy Section, Auto Insurance Policy Section and Public Affairs. The branch's main functions are as follows: policy research and development, stakeholder relations, interjurisdictional coordination, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects. The secretariats of the Canadian Association of Pension Supervisory Authorities (CAPSA) and the Canadian Council of Insurance Regulators (CCIR) are also located within the branch.

REGISTRAR'S OFFICE/FINANCIAL SERVICES TRIBUNAL

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7750
www.fsco.gov.on.ca
8:30 - 4:30

The Financial Services Tribunal is a separate adjudicative body of nine to fifteen members whose Chair and two Vice-Chairs are also those of the Financial Services Commission of Ontario. All the members of the Financial Services Tribunal have expertise in the regulated sectors and are appointed by the Lieutenant Governor in Council for periods not exceeding three years. The Financial Services Tribunal will hear all **appeal**s or reviews of a proposed or intended decision of the Superintendent of Financial Services at the request of one of the affected parties.

ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.oefc.on.ca
8:30 - 5:00

Ontario Electricity Financial Corporation was established by the Electricity Act, 1998 as legal continuation of former Ontario Hydro. OEFC is an agency of the Province of Ontario, is responsible for servicing and retiring Ontario Hydro's provincially guaranteed debt and managing other liabilities. It relies on a series of revenue streams generated from the electricity sector to extinguish its obligations. Ontario Financing Authority, an agency of the Province of Ontario provides various services to OEFC: arranging, coordinating and managing borrowing, investment of funds and

financial risk management, cash management, banking and accounting services. OEFC will continue as administrator until the Pension Plan assets and liabilities can be allocated among the pension plans of other successor companies to Ontario Hydro. Ontario Electricity Pension Services Corporation, subsidiary of OEFC, provides pension services as agent of OEFC in its capacity as administrator of the Pension Plan.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.ofina.on.ca
8:30 - 5:00

The Ontario Financing Authority is an agency of the Province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors. The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing; investment of funds and financial risk management activities on behalf of the province, its Crown corporations and other public bodies. It also provides centralized cash and liability management services for the province, its Crown corporations and other public bodies; facilitates the development of financing investment in capital infrastructure; and operates the Province of Ontario Savings Office (POSO) as agent for the Minister of Finance. OFA is comprised of five divisions: Capital Markets, Risk Control, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8128
Fax (416)325-8111
8:00 - 5:00

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the Province. It develops and executes financing strategies; manages the province's financial assets; invests funds for the province and other government entities and determines and carries out debt management strategies.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
(416)325-8185 (Cash Management)
(416)325-8089 (Banking)
(416)325-6879 (Accounting & Settlement)
Fax (416)325-8118
8:00 - 5:00

The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting, and internal controls.

CORPORATE FINANCE DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-9960
8:30 - 5:00

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of Provincial priorities in the Broader Public Sector. It negotiates and structures financing transactions for specific initiatives and provides advisory services to the province and Crown corporations regarding financing alternatives.

LEGAL BRANCH

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8833
Fax (416)325-8327
8:30 - 5:00

The Legal Branch is responsible for providing legal advice to the Corporation, technical and clerical support to its Board of Directors.

RISK CONTROL DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8140
8:00 - 4:45

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

PROVINCE OF ONTARIO SAVINGS OFFICE HEAD OFFICE

3rd Flr, 40 King St W
Oshawa L1H 1A4
General Inquiry (905)433-5788
Toll Free 1-888-283-8333
Fax (905)433-6519
www.ofina.on.ca/poso.html
8:30 - 5:00

The Province of Ontario **Savings Office** operates twenty-three branches and five agencies in twenty-two communities. The Savings Office provides savings/chequing accounts, Short Term Deposits and Guaranteed **Investment Certificates** to the public. All funds on deposit are guaranteed 100% by the Province of Ontario.

Services offered to the Public:
Province of Ontario Savings Office

SAVINGS OFFICE AGENCIES

ARMSTRONG
111 Queen St
Armstrong P0T 1A0
General Inquiry (807)583-2667
Fax (807)583-1373
10:00 - 5:00

GOGAMA
41 Poupore St
Gogama P0M 1W0
General Inquiry (705)894-2168
Fax (705)894-2571
9:30 - 5:00

KILLARNEY
7 Channel St
Killarney P0M 2A0
General Inquiry (705)287-2653
Fax (705)287-2732
9:00 - 5:00

PICKLE LAKE
6 Koval St S
Pickle Lake P0V 3A0
General Inquiry (807)928-2968
Fax (807)928-2063
10:00 - 4:00

VIRGINIATOWN
42 Connell Ave
Virginiatown P0K 1X0
General Inquiry (705)634-2346
Fax (705)634-2717
10:00 - 5:00

SAVINGS OFFICE LOCATIONS

AYLMER
34-36 Talbot St W
Aylmer N5H 1J7
General Inquiry (519)765-1286
Fax (519)765-1690
8:30 - 5:00

BRANTFORD
171 Colborne St
Brantford N3T 6C9
General Inquiry (519)753-4131
Fax (519)753-7121
8:30 - 5:00

GUELPH
153 Wyndham St N
Guelph N1H 4E9
General Inquiry (519)821-2101
Fax (519)821-2990
8:30 - 5:00

HAMILTON - CENTRE MALL
Centre Mall
1227 Barton St E
Hamilton L8H 2V4
General Inquiry (905)547-6202
Fax (905)547-4748
8:30 - 5:00

HAMILTON-MAIN
Lloyd D Jackson Sq
2 King St W
Hamilton L8P 1A1
General Inquiry (905)528-6391
Fax (905)528-8103
8:30 - 5:00

LONDON
353 Richmond St
London N6A 3C2
General Inquiry (519)432-1197
Fax (519)432-7896
8:30 - 5:00

OTTAWA
171 Sparks St
Ottawa K1P 5B9
General Inquiry (613)239-1469
Fax (613)239-1482
8:30 - 5:00

OWEN SOUND
825 2nd Ave E
Owen Sound N4K 5P3
General Inquiry (519)376-6025
Fax (519)376-1041
8:30 - 5:00

PEMBROKE
40 Pembroke St W
Pembroke K8A 6X3
General Inquiry (613)732-7821
Fax (613)732-3830
8:30 - 5:00

SEAFORTH
49 Main St
Seaforth N0K 1W0
General Inquiry (519)527-0210
Fax (519)527-2512
8:30 - 5:00

ST CATHARINES
106 King St
St Catharines L2R 3H8
General Inquiry (905)688-4661
Fax (905)688-0320
8:30 - 5:00 ♿

ST MARYS
134 Queen St
St Marys N4X 1A9
General Inquiry (519)284-2260
Fax (519)284-2622
8:30 - 5:00

SUDBURY
Suite 105, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7373
Fax (705)564-7375
8:30 - 5:00 ♿

THUNDER BAY
Suite 102 Podium Level, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7390
Fax (807)343-7388
8:30 - 5:00 ♿

WALKERTON
236 Durham St
Walkerton N0G 2V0
General Inquiry (519)881-3321
Fax (519)881-3797
8:30 - 5:00

WINDSOR
545 Ouellette Ave
Windsor N9A 4J3
General Inquiry (519)254-4324
Fax (519)254-6270
8:30 - 5:00 ♿

WOODSTOCK
396 Dundas St
Woodstock N4S 1B7
General Inquiry (519)537-8194
Fax (519)537-8844
8:30 - 5:00 ♿

TORONTO SAVINGS OFFICES

BAY AND ADELAIDE
375 Bay St
Toronto M5H 2V5
General Inquiry (416)363-7282
Fax (416)363-0896
8:30 - 5:00 ♿

BROADVIEW
838 Broadview Ave
Toronto M4K 2R1
General Inquiry (416)463-1117
Fax (416)463-7773
8:30 - 5:00 ♿

DANFORTH AND WOODBINE
2031 Danforth Ave
Toronto M4C 1J8
General Inquiry (416)698-8320
Fax (416)698-9131
8:30 - 5:00 ♿

QUEEN'S PARK
Macdonald Block
Rm M1-40, 900 Bay St
Toronto M7A 2A9
General Inquiry (416)325-8480
Fax (416)325-8487
8:30 - 5:00 ♿

ST CLAIR
112 St Clair Ave W
Toronto M4V 2Y3
General Inquiry (416)925-3887
Fax (416)925-3874
8:30 - 5:00 ♿

UNIVERSITY AND DUNDAS
439 University Ave
Toronto M5G 1Y8
General Inquiry (416)593-1763
Fax (416)324-4722
8:30 - 5:00

ONTARIO SECURITIES COMMISSION

Suite 1900, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8241
www.osc.gov.on.ca
8:30 - 5:00

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ONTARIO SUPERBUILD CORPORATION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
www.superbuild.gov.on.ca
8:30 - 5:00

The Ontario SuperBuild Corporation, an agency of the Ministry of Finance, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors. SuperBuild reports to the Cabinet Committee on Privatization and SuperBuild and undertakes privatization reviews of government businesses and assets at the request of the Cabinet Commitee.

INFRASTRUCTURE STRATEGIES AND COMMUNICATIONS DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851

The Infrastructure Strategies and Communications Division, a unit of the SuperBuild, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors.

EXTERNAL RELATIONS AND COMMUNICATIONS BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
Fax (416)325-8440

The External Relations and Communications Branch, a unit of the SuperBuild, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors.

INFRASTRUCTURE STRATEGIES BRANCH

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851

The Infrastructure Strategies Branch, a unit of SuperBuild, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors.

OFFICE OF PRESIDENT AND CEO

Frost Bldg S
6th Flr, 7 Queens Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-4959
www.superbuild.gov.on.ca
8:30 - 5:00

The Office of President & CEO, a unit of SuperBuild, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors.

PUBLIC-PRIVATE PARTNERSHIP DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851

The Public Private Partnership Division, a unit of SuperBuild, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic investment in infrastructure and will develop innovative investment partnerships with the private and public sectors.

ACTS

Assessment Act
Capital Investment Plan Act, 1993
Child Care Supplement Information Collection Act, 1998
Commodity Futures Act
Community Small Business Investment Funds Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act, 1994
Employer Health Tax Act
Fair Municipal Finance Act No. 1, 1997
Fair Municipal Finance Act No. 2, 1997
Financial Administration Act
Financial Services Commission of Ontario Act, 1997
Fuel Tax Act
Gasoline Tax Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Land Transfer Tax Act
Loan and Trust Corporations Act
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1998
Ontario Property Assessment Corporation Act, 1997
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act
Provincial Land Tax Act
Race Tracks Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Securities Act
Small Business Development Corporations Act
Small Business and Charities Protection Act, 1998
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Tobacco Tax Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act (unproclaimed)

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-4949
Fax (416)325-5221
www.ofa.gov.on.ca
8:30 - 5:30

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act. French Web Site address is www.oaf.gouv.on.ca

Services offered to the Public:
Production of public material in French.

ACTS

French Language Services Act

MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
www.gov.on.ca/health

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care facilities; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1S2
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791
www.gov.on.ca/health
8:30 - 5:00

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOline provides information on the programs, services and activities of the ministry by responding to telephone, in-person and written requests for information.

INFOLINE
6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
Fax (416)314-8721
8:30 - 5:00

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Human Services I&IT Cluster develops digital solutions which support and enable the business requirements of the Ministry of Health and Long Term Care and the Ministry of Community and Social Services. The cluster is one of seven business clusters which, along with three corporate

offices within the Office of the Corporate CIO, make up the Ontario Government's I&IT organization. This organization has begun integrating I&IT services within a common infrastructure and overall directions and strategy in order to serve Ontarians better.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:00 - 4:00

The Business Solutions Division is responsible for information technology that will enable effective business operations and satisfy ministry business plans. The five branches of the division (listed below) are aligned with the major ministry business areas.

CHILDREN'S PROGRAMS I&IT

12th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0457
Fax (416)327-4429 (5700 Yonge St, 9th Flr)

The Children's Programs I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of the Integrated Services for Children and Healthy Babies programs.

COMMUNITY AND SOCIAL SERVICES I&IT

11th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)327-4000
(416)327-8000 (CIMS/Main Support Hotline)
Fax (416)327-1848

The Community and Social Services I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of Social Assistance and Employment Programs.

HEALTH CARE PROGRAMS I&IT

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-4182

The Health Care Programs I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to hospitals, long-term care programs and LTC facilities, emergency health, and mental health programs.

HEALTH SERVICES PROGRAMS I&IT

Macdonald-Cartier Bldg
4th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6237
Fax (613)547-1907
Fax (613)548-6539
8:00 - 4:00

The Health Services Programs I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Registration and Claims, Provider Services, ODP, Laboratories.

REGIONAL OPERATIONS SUPPORT I&IT

Suite 104, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6398
Fax (613)548-6450
Fax (416)327-1517 (5140 Yonge St, 12th Flr)
8:00 - 4:00

The Regional Operations Support I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Regional Operations. The Regional Operations Support I&IT Branch also has interim responsibility for corporate system testing.

CUSTOMER RELATIONS

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4032
Fax (416)314-0289
8:00 - 4:00

The Customer Relations branch supports the implementation of the cluster and focuses on developing effective customer relationships both within and outside the organization.

INFORMATION MANAGEMENT AND IT SECURITY

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6585
8:00 - 4:00

The Information Management and IT Security branch is accountable for information architecture, data standards, IT security policy and architecture, IT security operations and information distribution and access.

PLANNING, FINANCE AND ADMINISTRATION

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7759
Fax (416)327-7089
Fax (613)548-6539 (Kingston, 4th Flr)
8:00 - 4:00

The Planning, Finance and Administration branch is responsible for the overall controllership and administrative services in the cluster, including financial management, business, strategic and fiscal planning, and operational policy coordination.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1225
Fax (416)327-4429
Fax (613)548-6693 (Kingston, 5th Flr)

The Technology Management Branch's mandate is to lead and manage the development of technology architecture criteria, common standards and policies throughout the Human Services I&IT Cluster including common application systems, network protocols, database management systems and products.

LEGAL SERVICES BRANCH

Hepburn Block
10th Flr Rm SW1035, 80 Grosvenor St
Toronto M7A 1S3
General Inquiry (416)327-8606
(613)548-6305 (Kingston Counsel)
Fax (613)548-6650 (Kingston Counsel)
Fax (416)327-8605
8:30 - 5:30

Legal Services Branch provides legal advice and services to the ministry. Such services include providing legal advice and opinions; preparation of the ministry's legislation including regulations; representing the ministry in proceedings of courts, tribunals, coroners' inquests and public inquiries; preparing agreements relating to the provision of health services and participating in or advising the ministry's and government's various committees and task forces.

NURSING SECRETARIAT

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00

The mandate of the Nursing Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry divisions, branches and programs, other ministries and governments and nursing stakeholders to address nursing issues; support the implementation of the Nursing Task Force recommendations and to support the development of short, medium and long-term strategies to strengthen the nursing profession in Ontario.

CORPORATE SERVICES AND ORGANIZATIONAL DEVELOPMENT DIVISION

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5318
Fax (416)327-4409

The Corporate Services and Organizational Development Division leads the development and implementation of Ministry management, accountability and controllership frameworks to ensure cost-effective/efficient use of ministry resources to achieve business results. The Division provides a broad range of strategic and operational services to clients in the ministry that are essential to the effective delivery of ministry programs e.g. business, fiscal and capital planning; audit; supply and financial services; government pharmacy; accommodation; human resources and organizational development; corporate project/change management and business improvement; freedom of information and protection of privacy; submission coordination and Cabinet Office liaison; public appointments process. The Division also provides administrative support to the Ontario Review Board, Consent and Capacity Board, Health Services Appeal and Review Board, and Health Professions Appeal and Review Board.

CORPORATE MANAGEMENT BRANCH

12th Flr, 56 Wellesley St W
Toronto M5S 2S5
General Inquiry (416)326-5725
Fax (416)327-4434

The Corporate Management Branch (CMB) provides divisional and corporate coordination, consulting, and project management services to support effective organizational performance and the achievement of the Corporate Services and Organizational Development Division and Ministry goals. The branch consists of four units: Corporate Coordination Office, Business Improvement Office, Freedom of Information and Protection of Privacy Office, and the Divisional Coordination Unit.

BUSINESS IMPROVEMENT OFFICE

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-5764
Fax (416)327-4434
8:30 - 5:00

The Business Improvement Office (BIO) provides internal management consulting services to clients within the ministry to enhance organizational effectiveness and performance. It also provides project management services to support ministry implementation of corporate projects and ministry business process improvement projects.

CORPORATE COORDINATION OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8530
Fax (416)327-2714

The Corporate Coordination Office (CCO) manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion. The office is responsible for the scheduling and sign off of Cabinet committee items. CCO's function is to ensure the delivery

of a well-integrated, value-added coordination service, including the development of outlook reports to plan, track and manage the agenda and activities of the ministry. The office is responsible for coordinating visits from international delegations, and coordinating ministry responses to the Chief Coroner, the Ombudsman and the Environmental Commissioner. CCO includes the Public Appointments Unit (PAU).

DIVISIONAL COORDINATION UNIT

12th Flr, 56 Wellesley St
Toronto M5S 2S3
General Inquiry (416)326-5725
Fax (416)327-4434

The Divisional Coordination Unit (DCU) provides internal services and support to the Corporate Services and Organizational Development Division such as coordinating divisional operational and financial planning, tracking and reporting; and special projects for the division.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FIPPO) coordinates the implementation of the Freedom of Information and Protection of Privacy Act (Act) within the Ministry of Health and Long Term-Care. The Office develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP Office function since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program areas, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas. The FIPP Office liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act.

PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8502
Fax (416)327-8496

The Public **Appointment**s Unit (PAU) is responsible for processing, monitoring and administering the ministry's public appointments. The unit monitors terms and expirations; ensures appointments are in compliance with existing legislation; and prepares Orders-in-Council and Ministerial Appointment Letters. The PAU serves as the focal point for queries from the ministry's agencies, boards and commissions, program areas and the public regarding the ministry's appointments process. It also retains resumes and applications from individuals interested in seeking a public appointment.

CAPITAL SERVICES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8657
Fax (416)327-7076

Capital Services (CS) manages the capital planning and funding for the Ministry of Health. The unit ensures consistent capital planning and provides technical support and advice for individual capital projects. CS monitors and evaluates capital expenditures to ensure legislative and fiscal accountability in the expenditure of public funds.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8676
Fax (416)314-5919

The Fiscal Strategies Branch is responsible for the coordination of the ministry's business plan and estimates process, the coordination of submissions to Management Board of Cabinet and regular reporting of the ministry's financial status to the central agencies. This branch also provides financial, risk and cost analysis as well as appropriation control, financial monitoring and multi-year forecasting. The Fiscal Strategies Branch advises ministry program managers and ministry senior management on financial business.

SUPPLY AND FINANCIAL SERVICES BRANCH

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
8:00 - 4:00

Supply and Financial Services manages the ministry's program payment process, performs financial services and controllership function to ensure the judicious expenditure of public funds, and coordinates the submission of Public Accounts. It also provides a range of planning, advisory and support services to ministry programs including: facilities management; strategic commodity and contracted resource planning; vendor management; service contract management; warehousing and distribution services; records management, and delivery of mail and copy services outside Queen's Park. This branch provides a service management and liaison function relating to financial and administrative services delivered by Shared Services Bureau. It also works with adjudicative boards through a liaison officer to help coordinate ministry administrative support and implement sound business plans and accountability structures.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
Fax (416)327-5186 (Registry & Photo ID Cards)
8:30 - 5:00

Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include parking space allocations and associated payment processing for employee and corporate parking requests; photo

ID (security) cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels/reports of a wide variety of common mailing lists; service management of contracted online electronic reference services.

PROGRAM SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6514
8:30 - 5:00

Program Support Services provides financial and administrative support services for programs and program payments both within the branch and ministry wide, in Kingston. Support services include: transmission of payments, cheque production and data entry adjustments for MOH program payments as well as control and word processing services in support of the subrogation program. This area also provides general administration, human resources, security, technical, etc. support functions to the branch staff in Kingston.

CORPORATE FINANCIAL SERVICES

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8653
Fax (416)327-7979

The Corporate Chief Accountant works in conjunction with Fiscal Strategies Branch to ensure the tenets of modern controllership practices and accountability frameworks are adopted and maintained throughout the ministry. The Chief Accountant is also responsible for ensuring best practices are adopted in developing/applying financial policies; quality assurance standards are in place for financial processes within the ministry; leads the transition of the ministry's financial system to a new integrated government wide financial system; provides financial advice/training, analysis, monitoring and reporting systems in conjunction with the Shared Services Bureau and Fiscal Strategies Branch.

SUBROGATION

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6772
Fax (613)548-6763
8:30 - 5:00

The Subrogation unit recovers on behalf of ministry programs, the cost of health care services rendered to a person who has suffered an injury as a result of other's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and services or benefits provided under the Long-Term Care Act.

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00

Facilities Management Services (FMS) for the Ministry of Health and Long-Term Care, provides assistance to all ministry programs in meeting their accommodation needs across the province. It is also the focal point for strategic accommodation planning for the ministry. FMS services offered include needs analysis, site selection, design coordination including the use of outside design consultants, review of operations and maintenance repair requirements, as well as, coordination of leasing, construction and relocation activities. FMS also provides advisory services to ministry agencies on their space or project needs.

RECORDS MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312

The Records Management provides a variety of services to Ministry of Health clients to protect the legal, fiscal and administrative interests of the Ontario Government and the public. The Records Analyst will enforce recorded information policies and procedures that are consistent with government wide directives and standards such as Archives Act, Directive 7-5 Management of Recorded information, Freedom of Information, Protection of Privacy Act (FIPPA), etc. Analysts consult with program area and prepare records schedules and file classifications. They provide guidance and direction on transferring records to offsite storage or disposal through ministry's confidential record disposal system. Consultation services are provided on record management related issues such as program transfers, relocations and closures.

REGIONAL ADMINISTRATION AND SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
TTY (613)548-6371
Fax (613)548-6634 (All departments except director's office)
8:00 - 4:30

Regional Administration and Support Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200

Ontario Government **Pharmaceutical** and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related **vaccines**, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services

provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Ministry of Community and Social Services Forms and Publications.

CUSTOMER SERVICE
1st Flr, 99 Adesso Dr
Concord L4K 3C7
(416)327-8222 (Forms)
(416)327-0837 (OGPMSS)
Fax (416)327-0818 (OGPMSS)
Fax (416)327-0329 (Forms)

WAREHOUSE DISTRIBUTION CENTRE
1st Flr, 99 Adesso Dr
Concord L4K 3C7

STRATEGIC SERVICES AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0777
Fax (416)327-0762

Strategic Services and Contract Management Unit's service delivery objectives are: to advise program areas on unique and complex strategic business decisions general and consulting (fee for service, alternate service delivery, contract management) services and on ministry specific products (vaccines); to manage post contract award service contracts; to achieve, at the least cost, value for money expended; to provide access for the private business sector at large to compete in an uncomplicated, fair and consistent manner; to achieve the effective delivery of strategic services and contract management within the intent of government and ministry policies in support of program area objective by consultation and coordination between functionally oriented departments, clients, field operations and strategic business services providers.

HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT BRANCH

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7579
Fax (416)327-4482

The Human Resources and Organizational Development Branch (HR/OD) supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements. HR/OD supports the ministry in achieving its goals through the development of human services systems, processes and communication that support line managers and employees. Human Resources Consultants, specialists and assistants provide services to clients and employees. These services include the provision of information, advice, support and direction on matters related to Employee Relations, Health and Safety, Staffing/Recruitment, Compensation and Benefits, Workforce and Organizational Design, Staffing and Development and Job Evaluation.

INTERNAL AUDIT SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7792
Fax (416)327-7809

The ministry's senior management uses audit services to obtain internal, independent and objective assurances with respect to the effectiveness of the ministry's control framework in mitigating and

managing risks which, if not addressed, could impede the ministry's ability to accomplish its objectives. Audit services include risk assessments, control reviews, audits, special assignments and consulting services. The branch maintains quality by identifying best practices and opportunities for improvement in the ministry's control processes. Audit services are provided on a cost recovery basis by the Internal Audit Division of Management Board Secretariat.

HEALTH CARE PROGRAMS DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914

Health Care Programs Division has responsibility for activities relating to **hospitals**, long-term care and **mental health** facilities. Other areas of responsibility include, northern health programs, regional planning (District Health Councils), provincial **psychiatric** hospitals, public health, community health, health promotion, substance abuse and emergency health. It also has the responsibility for the Psychiatric Patient Advocacy Office (PPAO) and French Language Services (FLS).

HEALTH CARE PROGRAMS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4544
Fax (416)326-7588

Executive Director's office, Health Care Programs, encompasses branches dealing with emergency, public and community health and operational support/finance management information systems.

AIDS BUREAU

4th Flr, 5700 Yonge St
North York M2M 4K5
(416)327-8797 (AIDS Bureau Administration)
(416)392-2437 (AIDS Hotline, Toronto local)
Toll Free 1-800-268-6066 (AIDS Bureau Administration)
Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388
8:30 - 5:00

The **AIDS** Bureau provides **funding** to community-based groups; monitors the anonymous HIV **testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS; provides funding to the Ontario HIV Treatment Network; and liaises with other branches within the Ministry of **Health** and Long-Term Care on HIV/AIDS issues.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
Fax (613)544-4285 (Kingston)

Community Health Centres (CHC) are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group

is one that has difficulty gaining access to an appropriate range of primary health services, has a higher burden of ill health or a higher risk of developing health problems. A community health centre's multidisciplinary team may include physicians, nurse practitioners, nurses, health promoters, counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each community health centre is governed by a community-elected board of directors. Currently, there are 56 **CHCs** offering services in 28 Ontario communities.

DIABETES PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The objectives of the Diabetes Program is to improve access and quality of care for the general population living with diabetes in southern Ontario (south of Parry Sound). The long term goal of the initiative is to significantly reduce the major complications (e.g. dialysis, **blind**ness, amputation) resulting from diabetes. The strategy, provides **funding** to develop or enhance existing diabetes **education** programs and, establish regional networks to advise District **Health** Councils (DHCs) and local service providers on service coordination issues.

Services offered to the Public:
Community Health Centre Program

HEALTH PROMOTION PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493
Fax (416)314-5497

The **Health** Promotion Program provides leadership in the planning, development, implementation and evaluation of health promotion strategies. Key areas of emphasis include building community capacity to promote health and chronic disease prevention, including cardiovascular disease, asthma, stroke and cancer resulting from smoking, unhealthy eating and physical inactivity; substance abuse prevention; and healthy growth and development of children and youth. Initiatives include community capacity building (Ontario Health Promotion Resource System - 14 centres) reduction of tobacco use (Ontario Tobacco Strategy - 17 initiatives), prevention of cardiovascular disease (Ontario Heart Health Program - 37 sites), substance abuse prevention (FOCUS Community Program - 22 sites) and a provincial physical activity program (Active Ontario).

Services offered to the Public:
Tobacco Strategy

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community **health** centres and hospitals. The goal of the Ontario Midwifery

Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

ONTARIO SUBSTANCE ABUSE BUREAU

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00

The Ontario **Substance Abuse** Bureau is responsible for **funding** addiction treatment services in Ontario. The bureau's mandate is to reduce or eliminate substance abuse and other addictive behaviours.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
(705)733-2009 (After Hour Duty Officer - Barrie)
Toll Free 1-800-461-6431
Fax (416)327-7911
8:30 - 5:00

Emergency Health Services Branch is responsible to ensure the existence of an **ambulance** services system that is accessible, comprehensive, integrated and efficient. Emergency Health Services Branch acts as a focus in the Ministry of Health and Long-Term Care for all contingency planning, disaster response and the strategic management of the province's ambulance system. The branch oversees, plans and coordinates the MOHLTC efforts to reduce mortality and morbidity due to sudden illness or injury. It also monitors and regulates **municipal** provision of land ambulance transportation, ensures the provision of base hospital services, provides and manages air ambulance transportation, a central **Medical** Air Transport Centre, and nineteen Central Ambulance Communications Centres around the province. These numbers should not be used to request an ambulance. Emergency ambulance services should be requested via the phone number in local telephone directories.

Services offered to the Public:
Ambulance Services

AIR AMBULANCE BASES

SIOUX LOOKOUT AIR AMBULANCE BASE
PO Box 699
Sioux Lookout P8T 1B1
General Inquiry (807)737-4000
Fax (807)737-2190

SUDBURY AIR AMBULANCE BASE
Sudbury Airport, PO Box 3004
Garson P3L 1V4

Mailing Address:
Sudbury Airport Complex
Unit 11, 2621 Skead Rd
Garson P3L 1V4

General Inquiry (705)693-3074
Fax (705)693-3724

THUNDER BAY AIR AMBULANCE BASE
100 1580 Arthur St W
Thunder Bay P7K 1E8
General Inquiry (807)577-9378
Fax (807)577-2753

TIMMINS AIR AMBULANCE BASE
Timmins Airport
RR 2
Timmins P4N 7C3
General Inquiry (705)268-5011
Fax (705)267-2316

TORONTO AIR AMBULANCE BASE
Hanger 4A Toronto City Centre Airport
PO Box 3-10
Toronto M5V 1A1
General Inquiry (416)327-8842
Fax (416)327-8846

FIELD OFFICES AND PROVINCIAL CENTRAL AMBULANCE COMMUNICATIONS CENTRES (CACC)

CENTRAL SOUTH EMERGENCY HEALTH SERVICES FIELD OFFICE

282 Fennell Ave W
LCD1, PO Box 120
Hamilton L8L 7T5
(905)383-6656 (Administration)
Fax (905)383-9030 (Administration)
8:30 - 5:00

CAMBRIDGE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
15 Royal Oak Rd
RR 32
Cambridge N3H 4R7
General Inquiry (519)653-7958
Toll Free 1-800-265-2216 (Administration)
Fax (519)653-2733 (Control Room)
Fax (519)653-1214 (Administration)
9:00 - 5:00

HAMILTON CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 282 Fennell Ave W
LCD 1, PO Box 120
Hamilton L8L 7T5
General Inquiry (905)383-9838
Toll Free 1-800-495-9491 (Administration)
Fax (905)383-9351 (CACC)
Fax (905)383-1202 (Administration)
8:30 - 4:30

EASTERN EMERGENCY HEALTH SERVICES FIELD OFFICE

75 Spring St
PO Box 790
Almonte K0A 1A0
General Inquiry (613)256-3070
Fax (613)256-4318

LINDSAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4702
Fax (705)324-1679 (Administration)
Fax (705)324-4261

OTTAWA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)739-1213
TTY (613)739-1918
Toll Free 1-800-267-9540
Fax (613)739-0793 (Administration)
Fax (613)739-0344
8:00 - 4:00

QUINTE THOUSAND ISLANDS CENTRAL AMBULANCE COMMUNICATIONS CENTRE
166 Brock St
Kingston K7L 5G2
General Inquiry (613)542-0221
TTY (613)544-9918
Fax (613)542-4370 (Administration)
Fax (613)541-0158 (CACC)

RENFREW CENTRAL COMMUNICATIONS CENTRE
490 Raglan St N
PO Box 217
Renfrew K7V 1P5
General Inquiry (613)432-2265
Fax (613)432-6187
Fax (613)432-6442

GTA EMERGENCY HEALTH SERVICES FIELD OFFICE

6th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7815
Fax (416)327-7802

GEORGIAN CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 102, 273 Tiffin St
Barrie L4N 2N3
General Inquiry (705)737-3861
TTY (705)737-4060
Fax (705)739-6489
Fax (705)739-6831

MISSISSAUGA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
430 Britannia Rd E
Mississauga L4Z 1X9
General Inquiry (905)890-8725
Fax (905)890-8975
Fax (905)890-7937

OSHAWA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)430-5542
Fax (905)430-5539
Fax (905)739-5537

TORONTO CENTRAL AMBULANCE COMMUNICATIONS CENTRE
4330 Dufferin St
Downsview M3H 5R9
General Inquiry (416)392-2000
Fax (416)392-2027

NORTHEAST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4336
Fax (705)564-4484
8:30 - 4:30

NORTH BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
North Bay General Hospital
750 Scollard St
North Bay P1B 5A4
General Inquiry (705)474-7426
Fax (705)497-3572

SAULT STE MARIE CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Plummer Memorial Hospital
969 Queen St E
Sault Ste Marie P6A 2C4
General Inquiry (705)946-1227
TTY (705)253-3020
Fax (705)945-6883

SUDBURY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 3, 3767 Hwy 69 S
Sudbury P3G 1E5
General Inquiry (705)564-6919
TTY (705)564-7603
Fax (705)564-9066 (Administration)
Fax (705)564-3069

TIMMINS CENTRAL AMBULANCE COMMUNICATIONS CENTRE
150 Algonquin Blvd E
Timmins P4N 1A7
General Inquiry (705)264-1201
Fax (705)264-5141

NORTHWEST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 112, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1290
Fax (807)475-1228

THUNDER BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE
Suite 112, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1500
Fax (807)475-1236

KENORA CENTRAL AMBULANCE COMMUNICATIONS CENTRE
21 Sylvan St W
Kenora P9N 3W7
General Inquiry (807)468-8854
Fax (807)468-5984

SOUTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE

3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1790
Fax (519)661-1755 (Accepts Messages for London Area)

LONDON CENTRAL AMBULANCE COMMUNICATIONS CENTRE
3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1780
TTY (519)667-4899
Fax (519)679-7175 (Administration)
Fax (519)661-1799 (Dispatch)

WINDSOR CENTRAL AMBULANCE COMMUNICATIONS CENTRE
1st Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)256-2373
TTY (519)258-9660
Fax (519)258-4608 (Dispatch)
Fax (519)256-4188 (Administration)

WALLACEBURG CENTRAL AMBULANCE COMMUNICATIONS CENTRE
204 Lafontaine St
Wallaceburg N8A 4H7
General Inquiry (519)627-0701
TTY 1-800-461-9422
Fax (519)627-3122
Fax (519)627-9918

FINANCE AND INFORMATION MANAGEMENT BRANCH

5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)326-9734

The role of the Finance and Information Management Branch for long-term care facilities and agencies, hospitals and mental health services includes the following: providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a comprehensive information management strategy is developed for the division; ongoing development and management of the province's hospital operating plan process.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)326-9734

The role of Divisional Finance is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9779
Fax (416)326-9734

The role of the Divisional Finance - Hospitals is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
Fax (416)326-9734

The role of Divisional Finance - Long-Term Care is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of long-term care facilities and community agencies.

DIVISIONAL FINANCE - MENTAL HEALTH

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281

The role of Divisional Finance - Mental Health is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of mental health agencies.

DIVISIONAL DECISION SUPPORT UNIT

4th Flr, 5700 Yonge St
North York M4M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697

The role of the Divisional Decision Support Unit is to: provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic planning with respect to information requirements; deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7240
Fax (416)327-8951

The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
Fax (416)327-8951

The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
Fax (416)327-4413

The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports, business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
Fax (416)327-4413

The role of Information Planning and Implementation is to provide primary functions which includes interaction and consultation with external stakeholders; business systems risk and impact analysis for new projects; research into marketing opportunities for new products.

ONTARIO CASE COSTING METHODOLOGY UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
Fax (416)327-8951

Ontario Case Costing Methodology is responsible for the collection of encounter level case costing data that is integral to the hospital funding methodologies. The data is also used in the development of Canadian based resource intensity weights (RIW's) by the Canadian Institute of Health Information (CIHI) in their CMG methodology. In addition, the unit is responsible for the maintenance and improvement on the Ontario Case Costing Methodology and Case Costing database.

FRENCH LANGUAGE HEALTH SERVICES

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
8:30 - 5:00

The French Language Health Services office coordinates and monitors the provision of French language services within the Ministry of Health and Long-Term Care, transfer payment agencies designated and identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7361
Fax (416)314-6207
8:00 - 4:30

The Operational Support Branch ensures consistent, high quality operational policies and standards for hospitals, long-term care and mental health to support delivery of regional services; coordinates the issue management process to ensure consistent comprehensive responses to the public; coordinates Priority Programs, e.g,. funding allocation and delivery guidelines; provides divisional expertise in monitoring, standards, evaluation and business planning linking to Integrated Policy and Planning for coordinated input into policy formulation; and supports Assistant Deputy Minister and Deputy Minister in relationships with provincial stakeholders.

Services offered to the Public:
Long Term Care Operational

MENTAL HEALTH OPERATIONS - SUPPORTIVE HOUSING UNIT

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8836
Fax (416)327-7281

Mental Health Operations-Supportive Housing Unit provides program support and project management in support of operational program development, issue management and inter-ministerial and inter-divisional initiatives related to supportive housing. Key project lead role in supportive housing initiatives including the current Provincial housing portfolio administration, implementation of phase 2 of the MOHLTC Homelessness initiative and further transfers of Federal housing stock. Lead role for regional implementation of Assertive Community Treatment Teams across the province in supporting their consistent implementation according to standards, accreditation and evaluation.

MONITORING STANDARDS AND EVALUATION UNIT

Mezzanine Level, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7359
Fax (416)327-7364
8:30 - 5:00

Monitoring Standards and Evaluation Unit is responsible for evaluating and reporting on performance, accountability and effectiveness of hospitals, mental-health and LTC programs. In conjuction with regional offices, the unit will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; lead the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; participate in the development of operational policies for hospitals, LTC facilities, mental health programs/ services and community-based programs; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices.

PUBLIC HEALTH BRANCH

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438

The Public **Health** Branch provides leadership and support to Ontario's public health system including 37 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease both communicable and non-communicable; and management of transfer payments for public health programs. The branch provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief **Medical** Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

Services offered to the Public:
Sexually Transmitted Disease Control
Tuberculosis Control
Vaccine Preventable Diseases

CORPORATE LIAISON AND RESOURCE SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7623
Fax (416)314-7078

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs. The Blood Secretariat under this service provides coordination and liaison with Canadian Blood Services, other provinces and territories with regard to blood system issues.

ONTARIO HEPATITIS C ASSISTANCE PLAN (OHCAP)

PO Box 400090 Stn BRM B
Toronto M7Y 5J9
TTY 1-800-387-5559
TTY (416)327-4282
Toll Free 1-877-222-4977
Fax (416)326-6413

The Ontario Hepatitis C Assistance Plan (OHCAP) was designed to provide compassionate financial assistance to individuals infected with hepatitis C through the Ontario blood supply before 1986 and between July 2, 1990 and September 28, 1998. This program was announced in November 1998.

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7413
Fax (416)327-7439

The Disease Control Service has public **health** and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable **diseases**, and through the development of policies, guidelines and consultative services. Programs include outbreak control, **immunization**, **tuberculosis**, **food** and **water** safety, **rabies** control, infection control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides **vaccines** and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis.

POPULATION HEALTH SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7377

The Population **Health** Service provides public health and epidemiologic expertise to support and monitor boards of health's implementation of the Chronic Diseases and **Injuries** as well as family health sections of the mandatory health programs and services guidelines. These sections include the following programs: chronic disease prevention, early detection of **cancer**, injury prevention including substance abuse prevention, reproductive health and child health. Expert consultation and

support is also provided in the area of **environmental** health. The service provides **funding** and support for the Preschool Speech and **Language** Program. The service also provides a central resource in the areas of epidemiology, health surveillance, public health **research** and **evaluation**, and public health planning.

ENVIRONMENTAL HEALTH AND TOXICOLOGY UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7427

Environmental Health and Toxicology Unit provides expert consultation and technical support to Local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

EPIDEMIOLOGY AND SURVEILLANCE UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7383

Epidemiology and Surveillance Unit provides expert consultation and technical support to Local Boards of Health and other agencies in the areas of epidemiology, health surveillance, public health research and evaluation, and public health planning in support of the Mandatory Health Programs and Services guidelines.

FAMILY HEALTH AND INJURY PREVENTION

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8820

Family Health and Injury Prevention provides expert consultation and technical advice to Local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PREVENTION OF CHRONIC DISEASES AND EARLY DETECTION OF CANCER

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7427

The unit provides expert consultation and technical advice to Local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PUBLIC HEALTH AGENCIES

A Public **Health** Unit is an official health agency established by a group of urban and rural **municipalities** to provide a more efficient **community** health program, carried out by full-time, specially qualified staff. There are 37 public health units in Ontario (see individual units for addresses). Health units administer health promotion and disease prevention programs to inform the public about healthy lifestyles, communicable disease control including **education** in **AIDS** and STDs, **immunization**, food premises **inspection**, healthy growth and development including parenting education, health education for all age groups and selected screening services.

ALGOMA HEALTH UNIT
Civic Ctr
6th Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5287

BRANT COUNTY HEALTH UNIT
194 Terrace Hill St
Brantford N3R 1G7
General Inquiry (519)753-4937

BRUCE-GREY-OWEN SOUND HEALTH UNIT
920 1st Ave W
Owen Sound N4K 4K5
General Inquiry (519)376-9420

CHATHAM-KENT HEALTH UNIT
435 Grand Ave W
PO Box 1136
Chatham N7M 5L8
General Inquiry (519)352-7270

CITY OF OTTAWA PEOPLE SERVICES
495 Richmond Rd
Ottawa K2A 4A4
General Inquiry (613)722-2328

DURHAM REGIONAL HEALTH UNIT
Lang Tower
Suite 210, 1615 Dundas St E
Whitby L1N 2L1
General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT
1000 Pitt St
Cornwall K6J 5T1
General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT
99 Edward St
St Thomas N5P 1Y8
General Inquiry (519)631-9900

HALDIMAND-NORFOLK REGIONAL HEALTH UNIT
12 Gilbertson Dr
PO Box 247
Simcoe N3Y 4L1
General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE RIDGE DISTRICT HEALTH UNIT
200 Rose Glen Rd
Port Hope L1A 3V6
General Inquiry (905)885-9100

HALTON REGIONAL HEALTH DEPARTMENT
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6060

HASTINGS AND PRINCE EDWARD COUNTIES HEALTH UNIT
179 North Park St
Belleville K8P 4P1
General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT
Health & Library Complex
Hwy 4 S
RR 5, PO Box 1120
Clinton N0M 1L0
General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX AND ADDINGTON HEALTH UNIT
221 Portsmouth Ave
Kingston K7M 1V5
General Inquiry (613)549-1232

LAMBTON HEALTH UNIT
160 Exmouth St
Point Edward N7T 7Z6
General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK DISTRICT HEALTH UNIT
458 Laurier Blvd
Brockville K6V 7A3
General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT
50 King St
London N6A 5L7
General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH UNIT
70 Pine St
Bracebridge P1L 1N3
General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH UNIT
573 Glenridge Ave
PO Box 3040
St Catharines L2T 4C2
General Inquiry (905)688-3762

NORTH BAY AND DISTRICT HEALTH UNIT
681 Commercial St
North Bay P1B 4E7
General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT
21 Wolsley St
Kenora P9N 3W7
General Inquiry (807)468-3147

OXFORD COUNTY BOARD OF HEALTH
410 Buller St
Woodstock N4S 4N2
General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT
Suite 102, 44 Peel Centre Dr
Brampton L6T 4B5
General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY HEALTH UNIT
10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT
169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT HEALTH UNIT
7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH UNIT
15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SOCIAL & PUBLIC HEALTH SERVICES DEPARTMENT, THE NEW CITY OF HAMILTON
c/o City Hall, 71 Main St W
Hamilton L8P 4Y5
General Inquiry (905)546-3500

SUDBURY AND DISTRICT HEALTH UNIT
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THUNDER BAY DISTRICT HEALTH UNIT
999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT
221 Whitewood Ave
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

TORONTO PUBLIC HEALTH
5th Flr, 277 Victoria St
Toronto M5B 1W1
General Inquiry (416)392-7401

WATERLOO REGIONAL HEALTH UNIT
99 Regina St S
PO Box 1633
Waterloo N2J 4V3
General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH HEALTH UNIT
205 Queen St E
Fergus N1M 1T2
General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH SERVICES DEPARTMENT
17250 Yonge St
Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

HEALTH REFORM IMPLEMENTATION TEAM

Ground Flr, 5700 Yonge St
North York M2M 4K5
Fax (416)326-1211
8:30 - 5:00

The Health Reform Implementation Team (HRIT) is responsible for the province-wide coordination and facilitation to implement directives and advice for hospital restructuring and related impacts on the health system. The HRIT is also responsible for leading the adjustments of funding to support hospital program and service changes resulting from restructuring and for managing the government approval processes for restructuring capital projects for hospitals. As well, HRIT leads the implementation of the divestment of provincial psychiatric hospitals.

PROGRAM DIRECTOR, HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9564
Fax (416)326-7588
8:00 - 5:00

Hospital Programs provides policy direction, liaison and coordination of broad issues pertaining to public and private hospitals. In addition, Hospital Programs has the corporate lead on initiatives and new projects relating to hospitals. Specific ongoing responsibilities include the cancer program, emergency strategy, and operational reviews.

PROGRAM DIRECTOR, LONG-TERM CARE FACILITIES

5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9753
Fax (416)314-5914

Long-Term Care (LTC) funds, supports best practices, monitors and takes corrective action with the province's complement of over 500 long-term care facilities which provide care for over 7,000 residents.

PROGRAM DIRECTOR, MENTAL HEALTH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481
www.gov.on.ca/health
9:00 - 5:00

Program Director, Mental Health provides corporate management of Mental Health Programs. This unit acts as a corporate mental health contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.

PSYCHIATRIC HOSPITALS

CHAPLAINCY SERVICES ONTARIO

CENTRAL EAST REGION
c/o MCSS Barrie Area Office
2nd Flr, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311x306
Fax (705)737-5141

CENTRAL REGIONS
24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)326-6867

CENTRAL SOUTH REGION
3570 King St E
Kitchener N2A 2W1
General Inquiry (519)894-8309
Fax (519)894-8330

NORTHEASTERN REGION
Suite 603, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Fax (705)564-3153

NORTHWESTERN REGION
Suite 218, 105 May St N
Thunder Bay P7C 3N9
General Inquiry (807)622-3811
Fax (807)622-3686

SOUTH WEST REGION (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)473-6417
Fax (519)473-0411

SOUTHERN AND EASTERN REGIONS
879 Princess St
Kingston K7L 1G7
Toll Free 1-800-667-1062
Fax (613)548-6774

PSYCHIATRIC PATIENT ADVOCATE OFFICE

6th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-7000
Fax (416)327-7008
www.ppao.gov.on.ca
8:00 - 5:00

The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in provincial psychiatric **hospitals**.

BROCKVILLE
Administration Bldg
1st Flr Rm 1322, Hwy 2 Prescott
Brockville K6V 5W7
General Inquiry (613)345-3657
Fax (613)345-4352
8:30 - 4:30

HAMILTON
Rm F136A, 100 West 5th St
PO Box 585
Hamilton L8N 3K7
General Inquiry (905)388-2454
Fax (905)381-5622
8:30 - 4:30

KINGSTON
Rm 1009, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107
8:30 - 4:30

LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-9380
Fax (519)679-7022
8:30 - 4:30

NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1377
Fax (705)495-7889
8:30 - 4:30

PENETANGUISHENE
Rm 318, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172
8:30 - 4:30

ST THOMAS
Rm J178, 467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216
8:30 - 4:30

THUNDER BAY
Rm Ba207b, 580 North Algoma St
Ward 2 S
Thunder Bay P7B 5G4
General Inquiry (807)343-4300x4309
Fax (807)343-4374

TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-3428
8:15 - 4:15

WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044
8:30 - 4:30

REGIONAL OFFICES - HOSPITALS, LONG-TERM CARE AND MENTAL HEALTH SERVICES

The regional offices were set up as part of the government's commitment to deliver health services to the public and stakeholders in the various communities across the province. Services to the communities are now delivered more quickly and efficiently. With the formation of the regional offices, the public and various stakeholders are now in more direct contact with their ministry counterparts. This allows for better contact and problem solving.

CENTRAL EAST (NEWMARKET) REGION
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)895-0155
Toll Free 1-800-486-4935
Fax (905)895-9953
Fax (905)895-9911

HOSPITAL SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)895-0155
Toll Free 1-800-486-4935
Fax (905)895-9911

LONG-TERM CARE SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)895-0155
Toll Free 1-800-486-4935
Fax (905)895-9911

BARRIE WORKSTATION
Suite 302, 34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)739-6470
Toll Free 1-800-486-4935
Fax (705)739-6473

PETERBOROUGH SATELLITE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4500
Toll Free 1-800-567-1045
Fax (705)755-4514

MENTAL HEALTH SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)895-0155
Toll Free 1-800-486-4935
Fax (905)895-9911

PENETANGUISHENE MENTAL HEALTH CENTRE
500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3181
Fax (705)549-3446
Fax (705)549-3652 ♿

WHITBY PSYCHIATRIC HOSPITAL
700 Gordon St
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032 ♿

CENTRAL SOUTH (HAMILTON) REGION
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Fax (905)546-8255
8:30 - 5:00 ♿

HAMILTON-WENTWORTH
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00 ♿

NIAGARA, BRANT, HALDIMAND-NORFOLK
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00 ♿

CENTRAL WEST (MISSISSAUGA) REGION
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Fax (905)275-2740

HALTON/PEEL
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Fax (905)275-2740

WATERLOO, WELLINGTON/DUFFERIN
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Fax (905)275-2740

EASTERN (OTTAWA) REGION
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00 ♿

EAST (OTTAWA) REGION - SATELLITE OFFICE
47 Clarence Ave
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)239-1535
8:30 - 5:00

LONG-TERM CARE

HEALTH CARE PROGRAMS KINGSTON TEAM
1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00 ♿

HEALTH CARE PROGRAMS OTTAWA TEAM
Suite 310, 47 Clarence St
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)239-1535
8:15 - 5:00 ♿

HEALTH CARE PROGRAMS RURAL AND EASTERN TEAM
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00 ♿

MENTAL HEALTH IMPLEMENTATION TASK FORCE
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00 ♿

SOUTHEASTERN ONTARIO MENTAL HEALTH IMPLEMENTATION TASK FORCE
1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)538-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00

NORTHERN (SUDBURY) REGION
Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7280
Fax (705)564-7493
8:30 - 5:00

LONG-TERM CARE SERVICES
5th Flr Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133

NORTH EAST - SUDBURY -ALGOMA, COCHRANE, MANITOULIN/SUDBURY
Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133
8:30 - 5:00

NORTH EAST - SUDBURY -MUSKOKA/ PARRY SOUND AND NIPISSING/ TIMISKAMING
Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133
8:30 - 5:00

NORTH BAY WORKSTATION
Suite 102, 200 First Ave W
North Bay P1B 9M3
Toll Free 1-800-663-6965
Fax (705)494-4030
8:30 - 4:30

NORTH WEST - THUNDER BAY
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7631
Toll Free 1-800-663-6965
Fax (807)343-7567
8:30 - 5:00

SOUTHWEST (LONDON) REGION
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

GREY/BRUCE, HURON AND PERTH
Suite 201, 231 Dundas St
London N6A 1H1
8:30 - 5:00

THAMES VALLEY, MIDDLESEX, OXFORD, ELGIN, LAMBTON
Suite 201, 231 Dundas St
London N5A 1H1
8:30 - 5:00

WINDSOR ESSEX - KENT
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-663-3775
Fax (519)973-1360
8:30 - 5:00

TORONTO REGION
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7763

HOSPITAL SERVICES
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7127
Fax (416)327-7763

LONG-TERM CARE SERVICES
10th Flr, 2195 Yonge St
Toronto M7A 1G2
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486

MENTAL HEALTH SERVICES
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7126
Fax (416)327-7281

HEALTH SERVICES DIVISION

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915
8:30 - 5:00

The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternate Payment Programs, Provider Services Branch, Primary Care Reform Project and Registration and Claims Branch.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7135
Fax (416)327-1968
8:00 - 5:00

The Alternate Payment Programs Administration Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers.

ALTERNATIVE PAYMENT PROGRAMS UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8444
Fax (416)327-7519
8:30 - 5:00

The Alternate Payment Program (APP) provides for the remuneration of physicians and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the **OHIP** Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of managing and focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include salaries global budgets, sessional or hourly rates and per bed or per patient costs. Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6312
Fax (613)548-6734

Under the Independent **Health** Facilities Act (IHF), approximately 1,000 specialized **medical** facilities are licensed and funded. Most these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in **hospitals**. The IHFP also includes the Ministry's **X-Ray Inspection** service which ensures that hospital and other X-Ray facilities comply with the HARP Act.

PRIMARY CARE NETWORKS AND HEALTH SERVICE ORGANIZATION PROGRAMS

3rd Flr, 5700 Yonge St
North York M2M 4K5
(416)327-7548 (HSO)
(416)327-8443 (PCN)
Fax (416)326-4684

The Primary Care Network (PCN) and **Health** Service Organization (HSO) Programs implement approaches to primary care that use capitation based funding for a comprehensive range of primary care services to a rostered patient population. The capitation method is intended to encourage a multidisciplinary approach to care with an emphasis on health promotion and disease prevention. Primary care services are provided by practitioners such as physicians, nurses, social workers and nutritionists. The PCN Program is responsible for implementing primary care reform across the province, and there are currently 12 PCNs in five sites. There are currently 63 **HSOs** throughout Ontario.

Services offered to the Public:
Health Service Organization

PRIMARY CARE NETWORKS AND HSO PROGRAMS - KINGSTON
2nd Flr, 27 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1888
Fax (613)548-6759
8:00 - 5:00

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109
1-888-405-0405 (Senior's Co-payment Line)

The **Drug** Programs Branch's mandate is to provide leadership in achieving optimal **pharmaceutical** services for the protection and improvement of the **health** status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs. The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special Drugs Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act and the Drug Interchangeability and Dispensing Fee Act provides the legislative framework under which the program is administered.

ADMINISTRATION, FINANCE AND ELIGIBILITY

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Administration, Finance and Eligibility unit coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. The unit also advises the Ministry of Health, other provincial ministries, institutions, professional

organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug** Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

DRUG PROGRAMS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Drug** Programs Management Unit of the branch is responsible for the quality **assessment** of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through laboratory and technical evaluation of submissions from **pharmaceutical** manufacturers. This unit also provides secretariat functions for the Minister's advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The Drug Quality and Therapeutics Committee (DQTC) makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

HEALTH NETWORK OPERATIONS AND DEVELOPMENT (HNOD)

Suite 101, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6775
Fax (613)548-6539

Health Network Operations and Development is responsible for the implementation and maintenance of the Health Network, linking nearly 2,700 Ontario pharmacies with the Ontario **Drug** Benefit program to process drug **claims** and perform drug use review.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Pharmaceutical** Services Coordination Unit provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario **Drug** Benefit Formulary/ Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The branch processes, monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386

The Trillium **Drug** Program unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on income. Each year starting August 1, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage. Once the deductible

is paid, eligible people receive drug coverage until July 31 of the following year. All eligible people must pay $2 per **prescription** each time they purchase a covered drug product in Ontario.

PROVIDER SERVICES BRANCH

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6561
Fax (613)548-6650

Provider Services Branch is responsible for policy development and implementation, monitoring and **evaluation** of program policy related to payment under the Health Insurance Act to the following fee-for-service providers: **physicians**, chiropractors, physiotherapy facilities, optometrists, private medical **laboratories**, podiatrists, and dentists.

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry 1-866-291-0609
Fax (613)548-6320
8:30 - 5:00

The **Registration** and **Claims** Branch is responsible for Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of **medical** and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and **drug** benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:
Northern Health Travel Grants
Ontario Health Insurance

REGIONAL OHIP OFFICES

CENTRAL REGION EAST

6th Flr, 2195 Yonge St
Toronto M4S 2B2

Mailing Address:
PO Box 1700 Stn 'A'
Toronto M5W 1G9

General Inquiry (416)314-7444
Fax (416)314-7748
8:30 - 5:00

CENTRAL REGION EAST - NEWMARKET OFFICE
Unit 108, 465 Davis Dr
Newmarket L3Y 2P1
Toll Free 1-888-376-5197 (By Appointment only)
Fax (905)868-8660

CENTRAL REGION EAST - OSHAWA
Executive Tower Oshawa Ctr
419 King St W
Oshawa L1J 7J2
General Inquiry (905)576-2870
Fax (905)434-4186
Fax (905)434-3725
8:30 - 5:00

CENTRAL REGION EAST - PETERBOROUGH
Heritage Plaza
550 Lansdowne St W
Peterborough K9J 8J8
General Inquiry (705)743-2140
Fax (705)745-1481
8:30 - 5:00

CENTRAL REGION EAST - SCARBOROUGH
2063 Lawrence Ave E
Scarborough M1R 2Z4
General Inquiry (416)314-7444
Fax (416)327-1048
8:30 - 5:30

CENTRAL REGION EAST - TORONTO
1st Flr, 2195 Yonge St
Toronto M4S 2B2

Mailing Address:
PO Box 1700 Stn A
Toronto M5W 1G9

General Inquiry (416)314-7444
Fax (416)314-7449
8:30 - 5:30

CENTRAL REGION WEST

3rd Flr, 201 City Centre Dr
Mississauga L5A 3M1
General Inquiry (905)896-6000
(905)275-2730 (Customer Service)
Fax (905)896-6029
8:30 - 5:30

CENTRAL REGION WEST - BARRIE
30 Poyntz St
Barrie L4M 3P2
General Inquiry (705)726-0326
Fax (705)739-6495
8:30 - 5:30

CENTRAL REGION WEST - ETOBICOKE
Suite 142, 3300 Bloor St W
Etobicoke M8X 2W8
General Inquiry (905)275-2730
Fax (416)327-0758
8:30 - 5:30

CENTRAL REGION WEST - MISSISSAUGA
3rd Flr, 201 City Centre Dr
Mississauga L5A 3M1
General Inquiry (905)896-6000
(905)275-2730 (Customer Service Inquiries)
(905)896-5005 (Claims Inquiries 3rd Flr)
Fax (905)896-6013 (Customer Service)
Fax (905)896-6029 (Administration/Claims 3rd Flr)
8:30 - 5:30

CENTRAL REGION WEST - NORTH YORK
4400 Dufferin St
North York M3H 6A8
General Inquiry (905)275-2730
Fax (416)327-1653
8:30 - 5:30

EASTERN REGION - OTTAWA

Fuller Bldg
7th Flr, 75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
Fax (613)237-3246 (Administration)
8:30 - 5:00

EASTERN REGION - KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-0656
Fax (613)545-4399
8:30 - 5:00

EASTERN REGION - OTTAWA
Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
(613)783-4400 (Customer Service)
(613)237-9100 (Switchboard/General Inquiry)
Toll Free 1-800-267-7690 (Within Area Codes 416, 514, 613, 705, 819 and 905)
Fax (613)783-4444 (1st Flr)
8:30 - 5:00

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry 1-800-461-4006 (Area Codes 705 & 807)
Fax (705)675-4015
8:30 - 5:00

NORTHERN REGION - KENORA
Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-5067 (Area Codes 807 and 705)
Fax (807)468-2714
8:30 - 4:30

NORTHERN REGION - NORTH BAY
Suite 101, 447 McKeown St
North Bay P1B 9S9
General Inquiry (705)494-4130
Toll Free 1-800-461-4006 (Area Codes 807 and 705)
Fax (705)494-4135
8:30 - 5:00

NORTHERN REGION - SAULT STE MARIE
Roberta Bondar Pl
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)759-8598
Toll Free 1-800-461-4006 (Sudbury Regional Office)
Fax (705)759-1502
8:30 - 5:00

NORTHERN REGION - SUDBURY
Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006
Toll Free French 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00

NORTHERN REGION - THUNDER BAY
Ont Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351
Toll Free 1-800-465-5067 (Area Codes 807 and 705)
Fax (807)475-1424
8:30 - 5:00

NORTHERN REGION - TIMMINS
The 101 Mall
Suite 110, 38 Pine St N
Timmins P4N 6K6
General Inquiry (705)268-5300
Toll Free 1-800-461-1149
Fax (705)267-6723
8:30 - 4:30

SOUTHWEST REGION - LONDON

5th Flr, 217 York St
London N6A 1B7
General Inquiry (519)675-6800
Fax (519)675-6832
8:30 - 5:00

CENTRAL SOUTH REGION - HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4T9

Mailing Address:
LCD 1 Hamilton, PO Box 2280 Stn A
Hamilton L8N 4C8

General Inquiry (905)521-7547
(905)521-7100 (Customer Service)
Fax (905)521-7605
8:30 - 5:00

CENTRAL SOUTH REGION - KITCHENER
Unit B2, 1400 Weber St E
Kitchener N2A 3Z8
General Inquiry (519)893-3966
Fax (519)571-6049
8:30 - 5:00

CENTRAL SOUTH REGION - ST CATHARINES
3rd Flr, 59 Church St
St Catharines L2R 3C3
General Inquiry (905)704-4090
Fax (905)704-4095
8:30 - 5:00

SOUTHWEST REGION - LONDON
5th Flr, 217 York St
London N6A 5P9
(519)675-6800 (Switchboard)
(519)675-6700 (Customer Service)
Fax (519)675-6832
8:30 - 5:00

SOUTHWEST REGION - OWEN SOUND
981 Second Ave E
Owen Sound N4K 2H5
General Inquiry (519)376-6447
Fax (519)376-2749
8:30 - 5:00

SOUTHWEST REGION - SARNIA
452 Christina St N
Sarnia N7T 5W4
General Inquiry (519)337-2348
Fax (519)337-2031
8:30 - 5:00

SOUTHWEST REGION - WINDSOR
1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1385
Fax (519)973-1388
8:30 - 5:00

REGISTRATION SERVICES PROJECT SMART CARD HEALTH INITIATIVES

2nd Flr, 310 Bagot St
Kingston K7K 3B5
General Inquiry (613)650-3076
Fax (613)650-3067
8:30 - 5:00

Registration Services Project (MOHLTC) will re-engineer and strengthen existing business and technology systems to deliver secure and trusted client identification, authentication and registration processes. Smart Card Health Initiatives Project (MOHLTC) will research and develop business technology strategies that will enable clients to conduct business with and obtain services from the Government of Ontario electronically.

FRAUD PROGRAMS

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00

The **Fraud** Programs unit provides leadership in the implementation of the ministry's initiatives related to anti-fraud strategies. The Fraud Programs staff is responsible for providing support to the ministry's crack down on health system fraud including the development of a strategic plan and reporting mechanisms for fraud prevention, detection and deterrence.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617

The Laboratories Branch consists of the Quality Management, Laboratory Services System Development, Finance and Information and Direct Services sections.

CENTRAL PUBLIC HEALTH LABORATORY

81 and 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Central Public Health **Laboratories** provide laboratory **testing** and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It consists of 12 laboratories which carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.

DRUG TESTING LABORATORY

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5929
Fax (416)235-6309

The **Drug Testing Laboratory** provides surveillance for drugs on the Drug Benefit Formulary, quality checks for Ontario Government Pharmacy and testing of **Tuberculosis** drug levels.

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282

The Laboratory **Licensing** and **Inspection** Service ensures that **medical laboratories** and specimen collection centres operate at an acceptable yet economical standard while meeting community needs.

PUBLIC HEALTH LABORATORIES

81 & 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Public **Health Laboratories** provide laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. In addition, to the Central Laboratory in Toronto, there are a total of 11 Regional Public Health Laboratories throughout Ontario (see listing), Public Health Laboratories carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases.

Mailing Address for letters, parcels (not specimens):
PO Box 9000 Terminal A
Toronto M5W 1R5

Alternate Mailing Address for letters, parcels:
PO Box 37 Etobicoke "B"
Etobicoke M9W 5K9

Shipping Address for specimens:
81 Resources Rd
Etobicoke M9P 3T1

REGIONAL PUBLIC HEALTH LABORATORIES

HAMILTON
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)385-0083

KINGSTON
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636

LONDON
PO Box 5704 Terminal A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363

ORILLIA
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001

OTTAWA
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)736-6800
Fax (613)736-6820

PETERBOROUGH
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257

SAULT STE MARIE
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873

SUDBURY
1300 Paris St
Sudbury P3E 6H3
General Inquiry (705)564-6917
Fax (705)564-6918

THUNDER BAY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)622-5423

TIMMINS
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006

WINDSOR
PO Box 1616
Windsor N9A 6S2
General Inquiry (519)969-4341
Fax (519)973-1481

MOH/OPP FRAUD INVESTIGATION UNIT

2nd Flr, 27 Place d'Armes
Kingston K7K 6Z6
General Inquiry (613)547-1842 (Orillia)
Fax (613)547-1844
8:00 - 5:00

Health Fraud Investigation Unit is responsible for the investigation and enforcement of criminal code fraud related offences pertaining to Health Services utilization and payment.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8312
Fax (416)327-4404

The role of the Operational Support Branch is to lead, coordinate and support financial management, negotiations, operational policy coordination and issues management across the Division and to manage the Assistive Devices and Home Oxygen Programs. This includes: coordination of cross-divisional briefing notes, division business, fiscal and operational plans, policy proposals and issues resolution; linking to Integrated Policy and Planning for coordinated input into policy formulation; negotiations to establish Provincial Contracts/Agreements; coordination and support of negotiations with various practitioner groups; management of the relationship with the Ontario Medical Association; coordinated implementation and management of Agreements (i.e. Joint Committees).

ASSISTIVE DEVICES PROGRAM/HOME OXYGEN PROGRAM

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchairs**, hearing aids. A grant is paid directly to clients for ostomy supplies, and needles & syringes. HOP pays 100% of a flat monthly rate for oxygen for **seniors**, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:
Assistive Devices Program
Home Oxygen Program

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835
8:30 - 5:00

The Integrated Policy and Planning Division develops, mediates and negotiates sound policies and planning for effective decision making in health care.

CORPORATE POLICY BRANCH

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8295
Fax (416)327-0888
8:30 - 4:30

The Corporate Policy Branch develops short and long term strategies and policies to address intergovernmental issues and relationships to achieve Ontario government outcomes; and manages internal processes that contribute to the development of policy.

INTERGOVERNMENTAL POLICY UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8734
Fax (416)327-0888
8:30 - 5:00

The Intergovernmental Policy Unit leads intergovernmental policy development and coordinates program initiatives related to federal, provincial and municipal partnerships to ensure the achievement of Ontario health system objectives.

RESEARCH UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8367
Fax (416)327-0888
www.gov.on.ca/health/english
8:30 - 5:00

The **Research** Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy.

EXECUTIVE DIRECTOR'S OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-5109
8:30 - 5:00

The Executive Director's Office is responsible to build the division's strategic policy leadership capacity and enable the ministry to focus on the development and maintenance of critical linkages between the policy development process and operational policy development and implementation.

HEALTH ECONOMICS BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00

The Health Economics Branch develops policies to address health cost/benefit issues in the public and private sector.

HEALTH PLANNING BRANCH

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7483
Fax (416)327-9429
8:30 - 5:00

The Health Planning Branch is responsible for the collection and management of data and information contributing to the development of policy, and ensuring appropriate allocation of health human resource services.

KNOWLEDGE MANAGEMENT UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7727
Fax (416)327-7617
8:30 - 5:00

The Knowledge Management Unit manages the collection and dissemination of health information primarily in support of researchers and the broader health sector.

KNOWLEDGE PRODUCTS UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7783
Fax (416)327-7617
8:30 - 5:00

The Knowledge Products Unit develops and provides information products that support policy, planning and program development and decision making within the ministry.

MENTAL HEALTH AND REHABILITATION REFORM BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7255
Fax (416)327-8458
8:30 - 5:00

The Mental Health and Rehabilitation Reform Branch develops strategies and policies to address program or service-specific issues in the reform of the mental health system and rehabilitation services.

MENTAL HEALTH LEGISLATIVE POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7268
Fax (416)327-5517
8:30 - 5:00

The Mental Health Legislative Policy Unit reviews and provides advice on legislation and related policy issues that impact on the Mental Health Act and related legislation.

MENTAL HEALTH PROGRAM POLICY UNIT

15th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-7587
Fax (416)326-1638
8:30 - 5:00

The Mental Health Program Policy Unit develops policies which address program or service-specific issues in mental health.

MENTAL HEALTH STRATEGIC POLICY UNIT

15th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-7587
Fax (416)326-1638
8:30 - 5:00

Mental Health Strategic Policy Unit develops policies that address system reform of mental health services, and support system coordination and integration.

REHABILITATION PROGRAM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7268
Fax (416)327-8458
8:30 - 5:00

The Rehabilitiation Program Policy Unit develops system-wide strategies and policies in support of reform to the rehabilitation system.

PROGRAM POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Program Policy Branch develops short term strategies and policies which address program or service-specific issues and manages external processes including stakeholder expectations, knowledge exchange and communications.

COMMUNITY PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Community Programs Unit develops strategies and policies to address issues in the delivery of community-based health services including telecare, telemedicine, home and community care.

DIRECT PAYMENT AND REGULATORY PROGRAMS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8894
Fax (416)327-8897
8:30 - 5:00

The Direct Payment and Regulatory Programs unit develops strategies and policies to address issues in direct payment programs, and administers the Regulated Health Professions Act (RHPA). It also implements the regulation of new professions and amendments to RHPA and professions specific Acts.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)326-1550
TTY (416)327-0823
Fax (416)326-1549
8:00 - 5:00

The Health Professions Regulatory Advisory Council created under the Regulated Health Professions Act provides advice to the Minister of Health and Long-Term Care on various aspects of the regulation of health professionals including regulation of new professions.

INSTITUTIONAL PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Institutional Programs Unit develops strategies and policies to address issues in the delivery of institutional health services, including the organ and tissue donation strategy.

RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8459
8:30 - 5:00

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy and Planning Division. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy and Planning Division.

STRATEGIC HEALTH POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8535
Fax (416)314-8275
8:30 - 5:00

The Strategic Health Policy Branch develops longer term strategies and policies to address integration and coordination issues in health care and with other human services, and which cut across program areas and health sectors.

ABORIGINAL HEALTH OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517
8:30 - 5:00

The Aboriginal Health Office advocates and promotes changes within the Ministry of Health to improve the province's ability to meet aboriginal people's needs.

HEALTH INFORMATION MANAGEMENT UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5978
Fax (416)314-8275
8:00 - 5:00

The Health Information Management Unit develops and implements legislative policy in regard to the collection, use and disclosure of personal health information.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-8275
8:30 - 5:00

The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-8275
8:30 - 5:00

The Health System Policy Unit develops policies to support system coordination and integration in health care delivery.

POPULATION HEALTH STRATEGIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M2A 1R3
General Inquiry (416)314-8269
Fax (416)314-8275
8:30 - 5:00

The Population Health Strategies Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH COUNCIL SECRETARIAT

2nd Flr, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)327-8348
Fax (416)327-3200
8:30 - 5:00

The **Women**'s **Health** Council advises the minister on matters relating to women's health, to ensure that the health care system is responsive to the needs of women. The council works to create proactive partnerships with government, educators, business, researchers, health care organizations

and other community groups in the performance of its duties. The secretariat provides policy and administrative support to the members of Women's Health Council.

INTEGRATED SERVICES FOR CHILDREN DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 4:30

The Ministries of Community and Social Services, Health, Education, Training, Colleges and Universities, and Citizenship, Culture and Recreation are working together to improve service coordination and integration at the community level. The Integrated Services for Children Division is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus is on children and families at risk.

CHILD WELFARE AND YOUNG OFFENDERS BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

CHILDREN WITH SPECIAL NEEDS BRANCH (GROSVENOR ST)
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH (GROSVENOR ST)
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478

EARLY YEARS CHALLENGE FUND BRANCH
6th Flr, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-7601
Fax (416)326-0594

EARLY YEARS TASK GROUP BRANCH
6th Flr, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-7601
Fax (416)325-0594

INTEGRATION STRATEGIES FOR CHILDREN'S SERVICES BRANCH (GROSVENOR ST)
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349

INTEGRATION STRATEGIES FOR CHILDREN'S SERVICES BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478

LONG-TERM CARE REDEVELOPMENT PROJECT

10th Flr, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)326-6485
Fax (416)326-5533
8:30 - 5:00

The Long-Term Care Redevelopment Project (LTCRP) was initiated in early 2000 to spearhead the government's long-term care bed implementation initiative. The LTCRP is working with other ministries, municipalities and key stakeholders, to facilitate the development of 20,000 new long-term care beds by 2004, the rebuilding of approximately 16,000 "D" beds by 2006, and the implementation of 1,700 interim LTC beds. The LTCRP represents a dedicated team of experts with the skills and expertise necessary to oversee all aspects of the long-term care implementation strategy, including management, procurement, long-term care, legal services, and social housing.

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

15th Flr, 620 University Ave
Toronto M5G 2L7
General Inquiry (416)971-9800
Fax (416)971-6888
www.cancercare.on.ca
8:30 - 5:00

Cancer Care Ontario (CCO) serves as the government's principal adviser on cancer issues, and is responsible for long-term planning of all aspects of the cancer care system. CCO sets direction and provides leadership for a broad range of services, including prevention, treatment, supportive care, and **research**. CCO also leads the development of provincial **standards** for care, including treatment guidelines and care maps.

REGIONAL CANCER CENTRES

GRAND RIVER REGIONAL CANCER CENTRE
835 King St W
PO Box 9056
Kitchener N2G 1G3
General Inquiry (519)749-4370x5710
Fax (519)749-4250
8:00 - 4:00

HAMILTON REGIONAL CANCER CENTRE
699 Concession St
Hamilton L8V 5C2
General Inquiry (905)387-9495
Fax (905)575-6323
9:00 - 5:00

KINGSTON REGIONAL CANCER CENTRE
25 King St W
Kingston K7L 5P9
General Inquiry (613)544-2630
Fax (613)544-9708
8:30 - 4:30

LONDON REGIONAL CANCER CENTRE
790 Commissioners Rd E
London N6A 4L6
General Inquiry (519)685-8601
Fax (519)685-8614
8:00 - 4:30

NORTHEASTERN ONTARIO REGIONAL CANCER CENTRE
41 Ramsey Lake Rd
Sudbury P3E 5J1
General Inquiry (705)522-6237
Fax (705)523-7328
8:30 - 4:30

NORTHWESTERN ONTARIO REGIONAL CANCER CENTRE
290 Munro St
Thunder Bay P7A 7T1
General Inquiry (807)343-1610
Fax (807)345-7204 (Administration)
8:00 - 5:00

OTTAWA REGIONAL CANCER CENTRE - CIVIC DIVISION
190 Melrose Ave
Ottawa K1Y 4K7
General Inquiry (613)737-7700
Fax (613)725-6310
8:30 - 4:30

OTTAWA REGIONAL CANCER CENTRE - GENERAL DIVISION
501 Smyth Rd
Ottawa K1H 8L6
General Inquiry (613)737-7700
Fax (613)247-3510
8:30 - 4:30

TORONTO - SUNNYBROOK REGIONAL CANCER CENTRE
2075 Bayview Ave
Toronto M4N 3M5
General Inquiry (416)480-5000
Fax (416)480-6002
8:00 - 5:00

WINDSOR REGIONAL CANCER CENTRE
2220 Kildare Rd
Windsor N8W 2X3
General Inquiry (519)253-5253
Fax (519)255-8670
8:30 - 4:30

COMMUNITY CARE ACCESS CENTRES (CCAC)

The creation of 43 **CCACs** across the province was completed on January 1, 1998. The CCACs consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including **volunteer**-based community services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in schools; case management; and placement coordination services for long-term care facilities (nursing homes and homes for the aged). CCACs are governed by independent, incorporated non-profit boards of directors, accountable through service agreements to the ministry.

CCAC ALGOMA
2nd Flr, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)949-1650
Toll Free 1-800-668-7705
Fax (705)949-1663
8:00 - 9:00

CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752
(519)759-1370 (Administration)
Fax (519)759-7130
8:00 - 5:00

CCAC CHATHAM-KENT
750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30

CCAC COCHRANE DISTRICT
Suite 302, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30

CCAC DURHAM
5th Flr, 209 Dundas St E
Whitby L1N 7H3
General Inquiry (905)430-3308
Toll Free 1-800-263-3877
Fax (905)430-3297
8:30 - 4:30

CCAC EAST YORK
Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 4:30

CCAC EASTERN COUNTIES
Hwy 43 Civic #20260
Alexandria K0C 1A0
General Inquiry (613)525-1213
Toll Free 1-800-267-0852
Fax (613)525-3524
8:30 - 4:30

CCAC ELGIN
294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30

CCAC ETOBICOKE
Suite 101, 401 The West Mall
Etobicoke M9C 5J5
General Inquiry (416)626-5434x2010
Fax (416)626-0277
8:30 - 4:30

CCAC GREY BRUCE
255 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
Toll Free 1-800-825-7126
Toll Free 1-888-371-2112
Fax (519)371-5612
8:30 - 4:30

CCAC HALDIMAND - NORFOLK
76 Victoria St
Simcoe N3Y 1L5
General Inquiry (519)426-7400
Fax (519)426-7622
8:30 - 4:30

CCAC HALIBURTON, NORTHUMBERLAND AND VICTORIA
108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Fax (705)324-0884
8:30 - 4:30

CCAC HALTON
4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-5320
8:30 - 4:30

CCAC HAMILTON-WENTWORTH
310 Limeridge Rd W
Hamilton L9C 2V2
General Inquiry (905)523-8600
Fax (905)514-6154
8:30 - 4:30

CCAC HASTINGS AND PRINCE EDWARD COUNTIES
Belleville General Hospital
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)966-3530
Fax (613)966-9557

CCAC HURON
163 Princess St E
PO Box 459
Clinton N0M 1L0
General Inquiry (519)482-3411
Toll Free 1-800-267-0535 (For Area Code 519 only)
Fax (519)482-1485

CCAC KENORA AND RAINY RIVER DISTRICTS
2nd Flr, 21 Wolsey St
Kenora P9N 3W7
General Inquiry (807)310-4636 (Local)
Toll Free 1-877-661-6621
Fax (807)468-1437
8:30 - 4:30

CCAC KINGSTON, FRONTENAC, LENNOX AND ADDINGTON
Suite 101, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)544-7090
Fax (613)544-1494
8:30 - 4:30

CCAC LANARK, LEEDS AND GRENVILLE
52 Abbott St N
Smiths Falls K7A 1W3
General Inquiry (613)283-8012
Toll Free 1-800-267-6041
Fax (613)283-0308
8:30 - 6:30

CCAC LONDON AND MIDDLESEX
356 Oxford St W
London N6H 1T3
General Inquiry (519)473-2222
(519)641-1113 (Voice Mail)
Toll Free 1-800-811-5146
Fax (519)432-1645
8:30 - 4:30

CCAC MANITOULIN-SUDBURY
1760 Regent St
Sudbury P3E 3Z8
General Inquiry (705)522-3460
Toll Free 1-800-461-2919
Fax (705)522-3855
8:30 - 4:30

CCAC MUSKOKA EAST PARRY SOUND
3 N, 354 Muskoka Rd
Huntsville P1H 1H7
General Inquiry (705)789-6451
Fax (705)789-1982
8:00 - 4:00

CCAC NEAR NORTH (NIPISSING)
3rd Flr, 101 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)476-2222
Toll Free 1-888-533-2222
Fax (705)474-0080
8:30 - 4:30

CCAC NIAGARA
509 Glendale Ave
Niagara-On-The-Lake L0S 1J0
General Inquiry (905)684-9441
Toll Free 1-800-263-5480
Fax (905)684-8463
Fax (905)988-3670
8:00 - 4:30

CCAC NORTH YORK
7th Flr, 45 Sheppard Ave E
Willowdale M2N 5W9
General Inquiry (416)222-2241
Fax (416)229-6809
8:30 - 6:00

CCAC OTTAWA-CARLETON
Suite 410, 1223 Michael St N
Gloucester K1J 7T2
General Inquiry (613)745-5525
General Inquiry (613)745-8124
Fax (613)745-6984
8:30 - 4:30

CCAC OXFORD
1147 Dundas St
Woodstock N4S 8W3
General Inquiry (519)539-1284
Fax (519)539-0065
8:30 - 4:30

CCAC PEEL
3rd Flr, 199 County Court Blvd
Brampton L6W 4P3
General Inquiry (905)796-0040
Toll Free 1-888-733-1177
Fax (905)796-0348
8:30 - 4:30

CCAC PERTH COUNTY
65 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)273-2222
Toll Free 1-800-269-3683
Fax (519)273-2139
8:45 - 5:00

CCAC PETERBOROUGH
Suite 202, 700 Clonsilla Ave
Peterborough K9J 5Y3
General Inquiry (705)743-2212
Toll Free 1-888-235-7222
Fax (705)743-9559
8:30 - 4:30

CCAC RENFREW COUNTY
Suite B, 7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-7007
Toll Free 1-888-421-2222
Fax (613)732-3522
8:30 - 4:30

CCAC SARNIA LAMBTON
1433 London Rd
PO Box 185
Sarnia N7T 7H9
General Inquiry (519)542-4444
Toll Free 1-800-265-1445
Fax (519)542-3116
8:00 - 4:30

CCAC SCARBOROUGH
3rd Flr, 1940 Eglinton Ave E
Scarborough M1L 4R1
General Inquiry (416)750-2444
Fax (416)750-8234
8:30 - 8:00

CCAC SIMCOE COUNTY
Suite 100, 15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7444
Toll Free 1-888-721-2222
Fax (705)722-5237
8:30 - 4:30

CCAC THE DISTRICT OF THUNDER BAY
Suite 200, 1159 Alloy Dr
Thunder Bay P7B 6M8
General Inquiry (807)345-7339
Toll Free 1-800-626-5406
Fax (807)345-8868
8:30 - 4:30

CCAC TIMISKAMING
111 Burnside Dr
PO Box 520
Kirkland Lake P2N 3J5
General Inquiry (705)567-2222
Toll Free 1-888-546-2222
Fax (705)567-9407
8:30 - 4:30

CCAC TORONTO
Ground Flr Unit 5, 250 Dundas St W
Toronto M5T 2Z5
General Inquiry (416)506-9888
Fax (416)506-0374
8:30 - 8:00

CCAC WATERLOO REGION
4th Flr, 99 Regina St S
PO Box 1612
Waterloo N2J 4G6
General Inquiry (519)748-2222
Fax (519)883-5555
8:30 - 4:30

CCAC WELLINGTON-DUFFERIN
Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
General Inquiry (519)823-2550
Fax (519)823-8682
8:30 - 4:30

CCAC WEST PARRY SOUND HEALTH CENTRE
10 James St
Parry Sound P2A 1T3
General Inquiry (705)746-4540
Fax (705)746-5374
8:00 - 4:00

CCAC WINDSOR/ESSEX
5th Flr, 339 Crawford Ave
Windsor N9A 5C6
General Inquiry (519)258-8211
(519)258-6288 (Intake)
Fax (519)258-2004
8:30 - 4:30

CCAC YORK (CITY OF)
1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
Fax (416)780-1749
8:30 - 8:00

CCAC YORK REGION
Unit 1, 1100 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)895-1240
Toll Free 1-888-470-2222 (For Area Codes 905, 416, 705, 519 only)
Fax (905)853-6297

CONSENT AND CAPACITY BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-4142
Fax (416)327-4207
8:00 - 4:30

The Consent and Capacity Board hears **appeal**s relating to involuntary placement in a **psychiatric** facility, capacity to make personal care and financial decisions, and access to personal **records** from a psychiatric facility.

REGIONAL OFFICES

HAMILTON/GUELPH
Suite 810, 25 Main St W
Hamilton L8P 1H1
General Inquiry (905)308-9612
Fax (905)522-4357

KINGSTON
Suite 102, 780 Midpark Dr
Kingston K7M 7P6
General Inquiry (613)389-2851
Fax (613)389-7354

LONDON
Main Flr, 300 Dundas St
PO Box 3131
London N6A 4H9
General Inquiry (519)438-7811
Fax (519)660-1525

NORTH BAY
140 Main St W
PO Box 97
North Bay P1B 8G8
General Inquiry (705)474-8450
Fax (705)474-5630

OTTAWA
Minto Pl
Suite 900, 427 Laurier Ave W
Ottawa K1R 7Y2
General Inquiry (613)565-6368
Fax (613)565-9605

PENETANGUISHENE
34-A Clapperton St
Barrie L4M 3E7
General Inquiry (705)733-3959
Fax (705)733-8268

SUDBURY
164 Elm St
Sudbury P3C 1T7
General Inquiry (705)673-4614
Fax (705)673-7293

THUNDER BAY
235 Syndicate Ave S
Thunder Bay P7E 1E1
General Inquiry (807)625-0264
Fax (807)625-0265

TORONTO
151 Bloor St W, 10th Flr
Toronto M5S 2T5
General Inquiry (416)924-4961
Fax (416)924-8873

DISTRICT HEALTH COUNCILS

The **District Health Councils** are planning and advisory bodies responsible at arm's length to the Minister of Health and Long-Term Care, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate health planning activities and cooperate in social development activities for their district. There are 16 geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 20 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small number of staff. Councils are supported by a number of committees composed of council members and community health services provider and consumer members.

ALGOMA, COCHRANE, MANITOULIN AND SUDBURY DISTRICT HEALTH COUNCIL
Suite 300, 336 Pine St
Sudbury P3C 1X8
General Inquiry (705)675-5654
Fax (705)675-2870
8:30 - 4:30

CHAMPLAIN DISTRICT HEALTH COUNCIL
Suite 350, 955 Green Valley Cr
Ottawa K2C 3V4
General Inquiry (613)723-1440
Fax (613)723-5162
8:30 - 4:30

DURHAM, HALIBURTON, KAWARTHA AND PINE RIDGE DISTRICT HEALTH COUNCIL
Suite 300, 159 King St E
PO Box 544
Peterborough K9J 2R8
General Inquiry (705)748-2992
Fax (705)748-9600
8:30 - 4:30

ESSEX, KENT AND LAMBTON DISTRICT HEALTH COUNCIL
Unit 720, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)944-5888
Fax (519)944-0619
8:30 - 4:30

GRAND RIVER DISTRICT HEALTH COUNCIL
Suite 304, 233 Colborne St
Brantford N3T 2H4
General Inquiry (519)756-1330
Fax (519)756-6013
8:30 - 4:30

GREY BRUCE HURON PERTH DISTRICT HEALTH COUNCIL
235 St George St
PO Box 610
Mitchell N0K 1N0
General Inquiry (519)348-4498
Fax (519)348-9749
8:30 - 4:30

HALTON - PEEL DISTRICT HEALTH COUNCIL
Suite 600, 6711 Mississauga Rd
Mississauga L5N 2W3
General Inquiry (905)814-5995
Fax (905)814-4835
8:30 - 4:30

HAMILTON-WENTWORTH DISTRICT HEALTH COUNCIL
Suite 301, 10 George St
Hamilton L8P 1C8
General Inquiry (905)570-1441
Fax (905)570-1202
8:30 - 4:30

MUSKOKA, NIPISSING, PARRY SOUND AND TIMISKAMING DISTRICT HEALTH COUNCIL/DBA NORTHERN SHORES DHC
Suite 401, 222 McIntyre St W
North Bay P1B 2Y8
General Inquiry (705)494-9126
Fax (705)494-9127
8:30 - 4:30

NIAGARA DISTRICT HEALTH COUNCIL
2nd Flr, 3550 Schmon Pky
Thorold L2V 4Y6
General Inquiry (905)682-7000
Fax (905)682-7772
8:30 - 4:30

NORTHWESTERN ONTARIO DISTRICT HEALTH COUNCIL
1093 Barton St
Thunder Bay P7B 5N3
General Inquiry (807)623-6131
Fax (807)623-0355
8:30 - 4:30

QUINTE KINGSTON RIDEAU DISTRICT HEALTH COUNCIL/DBA SOUTHEASTERN ONTARIO DHC
Suite 400, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)549-5253
Fax (613)542-9223
8:30 - 4:30

SIMCOE YORK DISTRICT HEALTH COUNCIL
Suite 300, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)830-9899
Fax (905)830-9903
8:30 - 4:30

THAMES VALLEY DISTRICT HEALTH COUNCIL
Suite 105, 100 Collip Circle
London N6G 4X8
General Inquiry (519)858-5015
Fax (519)858-5016
8:30 - 4:30

TORONTO DISTRICT HEALTH COUNCIL
Suite 200, 4141 Yonge St
Willowdale M2P 2A8
General Inquiry (416)222-6522
Fax (416)222-5587
8:30 - 4:30

WATERLOO REGION - WELLINGTON -
DUFFERIN DISTRICT HEALTH COUNCIL
Unit 118, 251 Woodlawn Rd W
Guelph N1H 8J1
General Inquiry (519)836-7440
Fax (519)836-7177
8:30 - 4:30

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Drug** Quality and Therapeutics Committee (DQTC) provides independent and specialized advice to the Minister of Health and Long-Term Care and the Drug Programs Branch on drug-related issues. The committee evaluates both the therapeutic value and cost effectiveness of brand drugs submitted for reimbursement under the Ontario Drug Benefit Program, and makes recommendations on the interchangeability of generic drug products. The DQTC also provides advice to the Ministry, on a case-by-case basis, about coverage on thousands of requests received each year for drugs not listed by the program.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805

The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation **safety**, approves training courses in the operation of **X-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, chiropody, medical radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of x-radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

4th Flr, 2195 Yonge St
Toronto M4S 2B2
General Inquiry (416)327-0874
Fax (416)327-8219
9:00 - 5:00

The College of **Midwives** of Ontario is the regulatory organization for the profession of midwifery.

HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to two quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services

to Order-in-Council (OIC) appointees and to 26 health-related agencies, boards and commissions (ABCs).

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The **Health** Professions **Appeal** and Review Board reviews decisions of the **complaints** committees of 22 self-regulating colleges pursuant to the provisions of the Regulated Health Professions Act, 1991(RHPA), and the **Veterinarians** Act. It as well reviews or conducts hearings regarding applications for **registration** to the 22 self-regulating colleges, pursuant to the provisions of the RHPA, and the Veterinarians Act. It also conducts hearings regarding decisions of governing bodies of hospitals concerning hospital privileges and appointments to hospital medical staff, pursuant to the provisions of the Public Hospitals Act.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:00 - 5:00

The **Health** Services **Appeal** and Review Board conducts appeals and reviews under fourteen different statutes that are enumerated below. The decisions being appealed to or reviewed by the Board include, but are not limited to, decisions of the Ontario **Health Insurance** Plan respecting eligibility and payment; decisions of agencies under the Long Term Care Act respecting eligibility for service; orders of the Medical Officer of Health or public health inspectors; decisions of the Director with respect to licensing under the Nursing Homes Act; determinations of the placement co-ordinator respecting eligibility for admission to an approved charitable home for the aged; and, decisions of the Director with respect to licensing of independent health facilities.

MEDICAL ELIGIBILITY COMMITTEE

2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6405

This Medical Eligibility Committee is required under the **Health Insurance** Act (HIA) to deal with the eligibility of insured services (i.e., the medical necessity of an insured service provided to an insured person), as well as other matters assigned to it by the act or the regulation or by the minister. This committee makes recommendations to the general manager with respect to these decisions. The Provider Services Branch provides secretarial services to this committee.

MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (416)967-2600x322

The existence of the **Medical** Review Committee is legislated by the **Health Insurance** Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for claims should be refused, reduced or repaid, and a physician may request that this committee review the General Manager's decision. The General Manager also may refer an

individual physician to this committee for investigation of inappropriate fee-for-service claims, and then take recovery action where the committee's direction identifies that the physician was overpaid.

MENTAL HEALTH LAW EDUCATIONAL PROJECT

Main Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-4149
Fax (416)327-4207

The **Mental Health** Law **Educationa**l Project produces educational materials and presents educational programs to professionals and the public on mental health law.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.inforamp.net/~omhf

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral **students**, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not **criminal**ly responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

ACTS

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Charitable Institutions Act
Chiropody Act
Chiropractic Act
Community Psychiatric Hospitals Act
Dental Hygiene Act, 1991
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (long-term care programs and services)
Dietetics Act, 1991
Drug Interchangeability and Dispensing Fee Act
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act

Fluoridation Act
General Welfare Assistance Act (long-term care programs and services only)
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Care Consent Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-4800
www.mia.gov.on.ca

The Ministry of Intergovernmental Affairs (MIA) provides the government of Ontario with strategic advice and expertise pertaining to its relations with other jurisdictions in Canada. MIA advises the government on the conduct of Ontario's relations with the federal government and other provinces and territories on major intergovernmental issues, and on national unity and constitutional matters. The ministry works to ensure that the government plays a constructive role in strengthening the Canadian federation and preserving national unity, while promoting a strong and prosperous Ontario. In addition, MIA has a responsibility of north-south initiatives and developing a strategic approach to advancing Ontario's interests in the United States across a broad range of economic, social and governance issues. The ministry consists of two units: (1) Office of Strategic Intergovernmental Advice and (2) Administrative Coordination.

DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-4785
Fax (416)325-4773

Administrative Coordination manages the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function between the ministry and the Ministry of Economic Development and Trade on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF STRATEGIC INTERGOVERNMENTAL ADVICE

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-4800
Fax (416)325-9702 (ADM's Office)
Fax (416)325-4788

The Office of Strategic Intergovernmental Advice provides strategic policy, negotiating and communications advice to the Ontario government on leading intergovernmental issues. At any given time, Ontario is involved in a number of complex, **federal-provincial** and **interprovincial** policy and program issues. The Office's role is to provide provincial decision-makers with counsel and guidance on a coordinated strategy of managing these diverse issues, in order to maximize Ontario's success in attaining its intergovernmental objectives. It advises the government on national unity, the constitution, Ontario's role in the federation, and north-south initiative with the United States and also coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Meetings, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It also assists ministries in their intergovernmental relations.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave
Toronto M7A 1T7
(416)326-7770 (Occupational Health & Safety)
(416)326-7160 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards)
Fax (416)326-6546 (On-Demand)
www.gov.on.ca/lab
8:30 - 5:00

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's core businesses of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7950
Fax (416)326-7985
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
www.cbs.gov.on.ca
8:30 - 5:00

The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy, Science and Technology; and, Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00

The Internal Administrative Services Division coordinates and manages the business planning, human and financial resources, information and technology, issues management and controllership processes for the ministry; provides and manages administration services to ministry offices; coordinates the administration of ministry agencies; and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00

The Finance and Administration Branch is responsible for development of the ministry's strategic business and operational plans and performance measures, including the provision of business planning support to its agencies. The branch also provides expertise and advice on budget/ controllership reporting issues and requirements to the ministry and central agencies. It develops and communicates financial and administrative policies, procedures, guidelines and best practices, ensuring compliance through quality assurance/post audit activities; coordinates the provision of facilities, assets, risk management and printing services to the ministry and is responsible for contract and service management, negotiating service level/operating agreements with external service providers.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)326-7241
8:30 - 5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

ISSUES MANAGEMENT AND AGENCIES, BOARDS AND COMMISSIONS

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-7873
Fax (416)326-7599
8:00 - 5:00

The Issues Management and Agencies, Boards and Commissions branch is responsible for the integration of business planning and issues management functions across the ministry. This office is primarily responsible for the development of the ministry's strategic, business and operational plans, performance measures and indicators, service quality, coordination of administrative/

business planning support to agencies, executive development and also handles all requests for information made under the Freedom of Information/Privacy and Protection Act. The branch provides advice and information with respect to the management of recorded information as required by the Archives Act.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)326-7599
8:30 - 5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00

The Employment Practices Branch overviews and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to the ministry's Regional Offices, which administer and enforce the Employment Standards Act.

EMPLOYMENT STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160
Toll Free 1-800-531-5551 (Province-Wide Outside GTA)
Fax (416)314-8725
www.gov.on.ca/lab/main.htm
8:30 - 5:00

The **Employment Standards** Act establishes minimum terms and conditions of employment called employment standards. Employment Standards include rules on minimum wage, overtime pay, paid public **holidays**, **vacation**s with pay and vacation pay, equal pay for equal work, the prevention of discrimination in employment-provided benefit plans, pregnancy leave and parental leave, hours of work, lie detector tests, termination notice or termination pay, severance pay, retail **workers**' right to refuse work on Sunday and Public Holidays, seasonal employees, domestic workers, homeworkers and the women's garment industry. Information about the Employment Standards Act can be accessed through our Web site at www.gov.on.ca/lab/es/ese.htm. To file an employment standards claim, or for more information, call the Ministry of **Labour** office in your area. See Regional Offices listing. Office locations can also be accessed through our Web site at www.gov.on.ca/LAB/mol/minoffce.htm.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7242
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00

The branch provides program services related to the Construction **Health** and Safety Program, the Industrial Health and Safety Program and Mining Health and Safety Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act including regulations for Designated Substances, Agents and Materials and the Workplace **Hazardous Materials** Information System (WHMIS). They also administer the **Smoking** in the Workplace Act, sections of the Trades Qualification Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the construction industry including window cleaning operations. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. Diving specialists administer the Diving Regulation. The Professional and Specialized Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Industrial** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in all sectors other than construction and mining. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments for compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

7th Flr, 400 University Ave
Toronto M7A 1T7
(416)326-7731 (Publication Sales)
Fax (416)326-7745 (Publication Sales)
8:30 - 5:00

Information and Administrative Services supports the occupational health and safety information system and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.

MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Ctr Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among **workers** in the mining industry. This applies to **employees** and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some regional and district offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Ctr Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30

By statute, all **wire ropes** used in mine-**hoisting** installations must be tested by the Materials **Testing Laboratory** before use and at intervals during service.

PROFESSIONAL AND SPECIALIZED SERVICES

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00

The Professional and Specialized Services unit identifies and reduces the risk of worker injury in the Ontario **workplace** through the contribution of professional knowledge on the anticipation, recognition, evaluation and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce **standards**; provide **health** and **safety assessments** of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of training programs. Professional and Specialized Services engineers provide **engineering** expertise to the Construction, Industrial

and Mining Health and Safety Programs. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**.

RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
General Inquiry (416)235-5922
Fax (416)235-5926
8:30 - 4:30

The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation in the **environment**. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Fax (416)235-5355
8:30 - 5:00

DISTRICT OFFICES

BARRIE
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Fax (705)726-3101
8:30 - 5:00

DURHAM
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
(905)665-4979 (Employment Standards Program Assistant, Whitby)
(905)665-4979 (Construction Health & Safety Program Assistant, Whitby)
(416)326-7160 (Employment Standards Inquiry - Dial "0" (zero) after the number if you with to speak to an Adviser)
(416)314-5421 (Industrial Health & Safety Duty Desk)
(416)314-5420 (Industrial Health & Safety Program Assistant)
Toll Free 1-800-531-5551 (Dial "0" (zero) after the number if you with to speak to an Adviser)
Fax (416)314-5422
8:30 - 5:00

WHITBY SATELLITE OFFICE
Suite 204, 209 Dundas St E
Whitby L1N 7H8
General Inquiry (905)665-4979
Fax (905)665-4983
8:30 - 5:00

PEEL NORTH
Main Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7078
8:30 - 5:00

PEEL SOUTH
Main Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

TORONTO EAST
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410
8:30 - 5:00

TORONTO NORTH
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5080
8:30 - 5:00

TORONTO WEST
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5090
8:30 - 5:00

YORK
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Fax (905)715-7140
8:30 - 5:00

EASTERN REGIONAL OFFICE
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
(613)228-1299 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health and Safety)
Toll Free 1-800-267-1916
Toll Free 1-800-531-5551 (Employment Standards)
Fax (613)727-2900
8:30 - 5:00

DISTRICT OFFICES

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Fax (613)545-9831
8:30 - 5:00

OTTAWA EAST
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

OTTAWA WEST
Assaly Bldg
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-461-6325 (Within Area Code 705)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7435
8:30 - 5:00

DISTRICT OFFICES

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Toll Free 1-800-461-7268
Fax (705)949-9796
8:30 - 5:00

SATELLITE OFFICE - ELLIOT LAKE
2nd Flr, 50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)945-6600(Sault Ste Marie)
Fax (705)848-8055
8:15 - 4:30

SUDBURY EAST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325 (Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7076
8:30 - 5:00

SUDBURY WEST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Toll Free 1-800-461-6325 (Health & Safety)
Fax (705)564-7437
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
2nd Flr Suite 222, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (807)475-1646
8:30 - 5:00

SATELLITE OFFICE - DRYDEN
Ontario Government Bldg
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay - 807 Area Code Only)
Fax (807)223-4344
8:15 - 4:30

TIMMINS
Ontario Government Complex D Wing
Hwy 101 E
PO Bag 3050
South Porcupine P0N 1C0
General Inquiry (705)235-1900
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)235-1925
8:30 - 5:00

SATELLITE OFFICE - KAPUSKASING
c/o Ministry of Natural Resources
Hwy 17 W
RR 2
Kapuskasing P5N 2Y3
Toll Free 1-800-461-9847 (Timmins)
Fax (705)335-8330
8:15 - 4:30

WESTERN REGIONAL OFFICE
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-531-5551 (Employment Standards)
Toll Free 1-800-263-6906 (Occupational Health and Safety)
Fax (905)577-1200
8:30 - 5:00

DISTRICT OFFICES

BRANT
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HALTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906 (Occupational Health and Safety)
Toll Free 1-800-531-5551 (Employment Standards)
Fax (905)577-1200
8:30 - 5:00

KITCHENER/WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (519 Area Code only)
Fax (519)883-5694
8:30 - 5:00

LONDON NORTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area Codes)
Fax (519)672-0268
8:30 - 5:00

LONDON SOUTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area Codes)
Fax (519)672-0268
8:30 - 5:00

NIAGARA
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (905 Area Code Only)
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (519 Area Code)
Fax (519)258-1321
8:30 - 5:00

POLICY, COMMUNICATIONS AND LABOUR MANAGEMENT SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
8:30 - 5:00

The Policy, Communications and Labour Management Services Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division includes policy (including Cabinet liaison) and information (correspondence) coordination.

COMMUNICATIONS AND MARKETING BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)326-7406
Fax (416)326-7592
8:30 - 5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the minister, the deputy minister, program areas and regional offices. Activities include employee and external communications, French Language Services, communications planning, media liaison and the production and distribution of information materials. Please refer to each program listing for the inquiry telephone number of your local Ministry of Labour office.

FRENCH LANGUAGE SERVICES

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7594
Fax (416)326-7406
8:30 - 5:00

French Language Services monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of the Workplace Safety and Insurance Appeals Tribunal and Workplace Safety and Insurance Board, which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9293
Fax (416)314-5855
8:30 - 5:00

The Employment and Labour Policy Branch is accountable for policy development and legislation affecting employment rights and responsibilities (e.g. The Employment Standards Act, Pay Equity Act) and labour relations (e.g. the Labour Relations Act) in Ontario. As well, the branch conducts research and provides analysis and policy advice on MOL core business activities and OPS and BPS labour relations and employment standards.

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
9:00 - 5:00

The role of Labour Management Services is to further harmonious relations between **employers** and **employees**. The program is provided through the Office of the Director of LMS, the Office of Mediation, the Office of Arbitration, and the Office of **Collective Bargaining** Information. The Office of Mediation assists **unions** and employers in the negotiation of Collective Agreements through conciliation and mediation. The Office of Collective Bargaining Information offers research and **information service**s to unions, management and government in the area of labour relations and collective bargaining, including the preparation of regular reports on negotiated changes in wages and benefit provisions. The Office of Arbitration assists the Minister to carry out the statutory responsibility of constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act 1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection and Prevention Act, 1997.

OFFICE OF ARBITRATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:00 - 5:00

The Office of **Arbitration** assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour** Relations Act,

1995, the Hospital Labour Disputes Arbitration Act and the Fire Protection & Prevention Act, 1997. The office is responsible for the receipt and processing of requests from **employers** and **trade unions** for the **appointment** of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified **grievance** arbitrators.

OFFICE OF COLLECTIVE BARGAINING INFORMATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
(416)326-1260 (Library Clerk)
Fax (416)326-1277
8:30 - 5:00

The Office of **Collective Bargaining** Information provides research and analytical support to a variety of clients including government, **labour** and management. The office compiles and analyzes labour relations trends, collective bargaining outcomes, **wages** and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information database, an up-to-date collective agreements **library** is maintained and made available to clients.

EDUCATION INFORMATION SERVICE (EIS)

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)325-4134
8:30 - 5:00

The Education Information Service is part of the Office of Collective Bargaining Information. The unit provides research and analytical support on Education sector collective bargaining to a variety of clients including school boards, labour, government, law firms, negotiators and academics. The office compiles and analyses labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition, the education sector collective agreements are made available to clients in the Collective Agreements Library.

OFFICE OF MEDIATION

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:30 - 5:00

The Office of **Mediation**'s goals are to foster harmonious **labour** relations and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
8:30 - 5:00

The Jobs Protection Office (JPO) assists Ontario construction workers and contractors in resolving issues related to their ability to work in Quebec, further to bilateral agreements and measures adopted by Ontario and Quebec. It also coordinates enforcement efforts designed to ensure that Ontario legislation pertaining to construction contractors, occupational health and safety, retail sales tax and workplace insurance is complied with.

ONTARIO-QUEBEC POLICY SECRETARIAT

13th Flr, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)314-3986
Fax (416)314-3954
8:30 - 5:00

The Ontario-Quebec Policy Secretariat provides policy development and support as well as program development to remove barriers that Ontario construction workers and contractors have experienced in trying to work in Quebec.

WORKPLACE INSURANCE, HEALTH AND SAFETY POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00

The **Workplace** Insurance, **Health** and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

GRIEVANCE SETTLEMENT BOARD

Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00

The Public Service Appeals Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

OFFICE OF THE EMPLOYER ADVISER

Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00

The Office of the Employer Adviser (OEA) provides representation, advice and education to primarily those **employers** with fewer than 100 employees, on **workplace** safety **insurance** matters. Representation is provided in negotiations, mediations, hearings and appeals at the **Workplace Safety and Insurance** Board (WSIB) and the Workplace Safety and Insurance Appeals Tribunal (WSIAT). The Employer Adviser plays an important role in Ontario's workplace safety and insurance system by promoting the self-reliance of employers, and by preventing and resolving disputes in the workplace safety insurance system. The **OEA** is funded by premiums paid by employers to the WSIB. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and from the WSIB.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (905)577-1324
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)672-0268
8:30 - 5:00

OTTAWA
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)727-2901
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St
Peterborough K9J 8M5
Toll Free 1-800-387-0774
Fax (705)755-4724
8:30 - 5:00

SAULT STE MARIE
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V8
Toll Free 1-800-387-0774
Fax (705)949-9796
8:30 - 5:00

SUDBURY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)564-7076
8:30 - 5:00

TORONTO
Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00

WATERLOO
Unit G, 155 Frobisher Dr
Waterloo N2V 2E1
Toll Free 1-800-387-0774
Fax (519)883-5694
8:30 - 5:00

WINDSOR
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
Toll Free 1-800-387-0774
Fax (519)258-1321
8:30 - 5:00

OFFICE OF THE WORKER ADVISER

Suite 1300, 123 Edward St
Toronto M5G 1E2
Toll Free 1-800-435-8980 (Canada-Wide)
Toll Free French 1-800-661-6365 (Canada-Wide)
Fax (416)327-2237
www.gov.on.ca/lab/owa/home.htm
8:30 - 5:00

The Office of the Worker Adviser (OWA) advises, represents and educates injured workers with Workplace Safety and **Insurance** Board (WSIB) **claims** through all stages of the **Workplace Safety and Insurance** System, including appeals before the Workplace Safety and Insurance Board and Workplace Safety and Insurance Appeals Tribunal. **OWA** services are only available to workers who do not have a union to help them. A resource and information service focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.

CENTRAL REGION

DOWNSVIEW
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada-Wide)
Fax (416)235-5594
8:30 - 5:00

SUDBURY
Suite 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Canada-Wide)
Fax (705)564-4126
8:30 - 5:00

WATERLOO
Unit G (213), 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Within Area Code 519)
Fax (519)883-5659
8:30 - 5:00

NORTHWEST REGION

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Toll Free 1-800-398-3228 (Within Area Codes 705 & 807)
Fax (705)848-2408
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province-Wide)
Fax (705)759-6788
8:30 - 5:00

THUNDER BAY
Suite 335, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00

TIMMINS
3rd Flr, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Canada-Wide)
Fax (705)267-3633
8:30 - 5:00

SOUTHWEST REGION

HAMILTON
1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)540-9355
8:30 - 5:00

LONDON
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Province-Wide)
Fax (519)873-4500
8:30 - 5:00

ST CATHARINES
9th Flr, 301 St Paul Ave
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within Area Code 905)
Fax (905)704-3019
8:30 - 5:00

WINDSOR
Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within Area Code 519)
Fax (519)254-1741
8:30 - 5:00

TORONTO EAST REGION

MISSISSAUGA
Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within Area Code 905)
Fax (905)568-1086
8:30 - 5:00

OTTAWA
Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within Area Code 613)
Fax (613)728-8052
8:30 - 5:00

SCARBOROUGH
Suite 502, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province-Wide)
Fax (416)325-9855
8:30 - 5:00

TORONTO
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada-Wide)
Fax (416)325-4830
8:30 - 5:00

ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00

The Ontario **Labour** Relations Board is an independent, quasi-judicial tribunal that **adjudicate**s matters under a variety of statutes. The Labour Relations Act, 1995 gives the Board power to deal with specific labour relations matters including: **certification** of a **trade** union, termination of a trade union's bargaining rights, **complaint**s of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety** Act and other statutes. The Board also hears **appeal**s of orders or decisions of Ministry Health and Safety Inspectors and **Employment** Standards Officers.

EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
8:00 - 5:00

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY COMMISSION

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-1896
Toll Free 1-800-387-8813
Fax (416)314-8741
8:30 - 5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the **workplace**. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, and complaint resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:
Pay Equity Publications

PAY EQUITY HEARINGS TRIBUNAL

Suite 201, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
8:30 - 5:00

The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an

individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

2nd Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
Toll Free 1-888-618-8846
Fax (416)326-5164
Fax (416)326-3558 (Publications & Library)
8:30 - 5:00

The **Workplace Safety and Insurance Appeal**s Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety and Insurance Board matters regarding entitlement to benefits, health care, vocational **rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessment**s, penalties and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in court instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD (FORMERLY WORKERS' COMPENSATION BOARD)

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (All Claims Mail)
Toll Free Fax 1-888-313-7373 (All Claims Mail)
www.wsib.on.ca
8:30 - 4:30

Ontario's **Workplace Safety and Insurance** Board (WSIB) plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the WSIB facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. Entirely funded by Ontario employers, the WSIB is the fourth largest workplace **disability** insurer in North America.

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000

Operations staff provide frontline services for Ontario **employers** registered with the Workplace Safety and **Insurance** Board and workers who claim benefits resulting from a workplace accident. Work undertaken on behalf of employers includes firm **registration**, classification and premium **assessment**, billing and receivables. As well, Operations staff manage all aspects of workers' **compensation** claim administration. This division provides compensation benefits, **medical** assistance to injured workers, and to surviving spouses and dependents in cases of fatal **claims**. Services are available in Toronto, and in district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices include Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins. French and other language services are available.

INDUSTRY SECTORS

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30

The WSIB provides its services to you according to the industry sector in which the major part of your business operates. For example, if you as an employer is involved in the smelting or refining of steel or other metals such as iron, zinc, lead, aluminum, or nickel; or if you create any of the various flat or tubular products from these metals. This sector is known as the Primary Metals sector. The Primary Metals sector together with the Automotive; Chemicals/Plastics,Process; Food; Manufacturing; and Schedule 2 sectors have set up an advisory group to strengthen prevention initiatives. This group focus is currently on falls, since these are a major cause of injuries within these sectors. Other sectors include Agriculture, Forest Products and Pulp/Paper, Health Care, Mining, Municipal, Education/Electrical; Services and Transportation.

AGRICULTURE
South Tower
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4650
Toll Free 1-888-259-4228
8:30 - 4:30

AUTOMOTIVE
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

CHEMICALS/PLASTICS AND PROCESS
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

FOOD
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

FOREST PRODUCTS AND PULP AND PAPER
Suite 200, 1113 Jade Crt
Thunder Bay P7B 6V3
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
8:30 - 4:30

HEALTH CARE
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066

MANUFACTURING
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1005
Toll Free 1-800-387-0025
8:30 - 4:30

MINING
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-888-784-7855
8:30 - 4:30

MUNICIPAL, EDUCATION, ELECTRICAL
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

PRIMARY METALS
120 King St W
Hamilton L8N 4C5
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
8:30 - 4:30

SCHEDULE 2
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SERVICES
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
8:30 - 4:30

TRANSPORTATION
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066
8:30 - 4:30

SMALL BUSINESS SERVICES

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000

Small Business Services is a new area at the WSIB dedicated to helping you, the small business employer. If you employ less than 20 workers and work in one of the industries above, we're here to provide you with insurance coverage and health and safety services in a way that's as simple and easy for you as possible.

CONSTRUCTION SECTOR
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
Fax (416)344-2039
8:30 - 4:30

HAMILTON SMALL BUSINESS
Plaza Level, 120 King St W
Hamilton L8P 4V2
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ST CATHARINES AREA OFFICE
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)687-8622
Toll Free 1-800-263-2484
8:30 - 4:30

KITCHENER SMALL BUSINESS
Suite 502, 55 King St W
Kitchener N2G 4W1
General Inquiry (519)576-4130
Toll Free 1-800-265-2570
TTY Toll Free 1-800-387-0050
8:30 - 4:30

LONDON SMALL BUSINESS
148 Fullarton St
London N6A 5P3
General Inquiry (519)663-2331
Toll Free 1-800-265-4752
TTY Toll Free 1-800-387-0050
8:30 - 4:30

OTTAWA SMALL BUSINESS
Suite 700, 99 Metcalfe St
Ottawa K1P 1E8
General Inquiry (613)237-8840
Toll Free 1-800-267-9601
TTY Toll Free 1-800-387-0050
8:30 - 4:30

KINGSTON AREA OFFICE
Suite 304, 234 Concession St
Kingston K7K 6W6
General Inquiry (613)544-9682
Toll Free 1-800-267-9461
8:30 - 4:30

SUDBURY SMALL BUSINESS
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-800-461-3350
TTY Toll Free 1-800-387-0050
8:30 - 4:30

NORTH BAY AREA OFFICE
128 McIntyre St W
North Bay P1B 2Y6
General Inquiry (705)472-5200
Toll Free 1-800-461-9521
8:30 - 4:30

TIMMINS AREA OFFICE
Pine Plaza
Suite 310, 119 Pine St S
Timmins P4N 2K3
General Inquiry (705)267-6427
Toll Free 1-800-461-9856
8:30 - 4:30

THUNDER BAY SMALL BUSINESS
Suite 200, 1113 Jade Crt
Thunder Bay P7C 6V3
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
TTY Toll Free 1-800-387-0050
8:30 - 4:30

SAULT STE MARIE AREA OFFICE
153 Great Northern Rd
Sault Ste Marie P6B 4Y9
General Inquiry (705)942-3002
Toll Free 1-800-461-6005
8:30 - 4:30

TORONTO SMALL BUSINESS
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0068
TTY Toll Free 1-800-387-0050
8:00 - 4:00

WINDSOR SMALL BUSINESS
2485 Ouellette Ave
Windsor N8X 1L5
General Inquiry (519)966-0660
Toll Free 1-800-265-7380
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ACTS

Crown Employees' Collective Bargaining Act, 1993
Employment Standards Act
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999
Fire Protection and Prevention Act, 1997 (Part IX)
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act,1995
Ministry of Labour Act
Occupational Helath and Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
Smoking in the Workplace Act
Workplace Safety and Insurance Act, 1997

MANAGEMENT BOARD OF CABINET

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
www.gov.on.ca/MBS/english/mbs/index.html
9:00 - 5:00

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
9:00 - 5:00

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: business and resource planning and monitoring; human resources policy and planning, and information/information technology policy and planning. MBS provides administrative and business support services to the OPS and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies.

MANAGEMENT BOARD SECRETARIAT - DEPUTY MINISTER

CIVIL SERVICE COMMISSION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
Fax (416)325-6317
8:30 - 5:00

The Civil Service Commission functions under the Public Service Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values. The responsibilities of the commission are to set regulations relating to a wide range of human resource management issues affecting salaries, classifications, recruitment, benefits and hours of work, subject to the approval of the Lieutenant-Governor-in-Council. Also, the commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointments**.

AGENCY RELATIONS OFFICE

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-8741
Fax (416)325-8568
8:30 - 5:00

The Agency Relations Office provides assistance to the Deputy Minister and Minister in the accountability relationship between Management Board Secretariat (MBS) and the Ontario Realty Corporation (ORC).

COMMUNICATIONS SERVICES BRANCH

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2792
Fax (416)327-2817
8:15 - 5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services include: communications planning; consulting and project management; writing; editing; print and web-based **publishing** (i.e. **topical**, **job mart**, GOJobs web site); issues management; media relations. The branch is also responsible for the Government of Ontario **art** collection unit. The unit documents, preserves and promotes Ontario's art collection, and provides a consultative curatorial service to the Legislature and government.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Board Room 1)
(416)325-4202 (Board Room 2)
Fax (416)325-9404
8:30 - 5:00

Legal Services Branch provides employment/labour law, corporate/commercial, privacy law, and administrative law advice and services to MBS and individual ministries. The labour law section deals with proceedings before applicable labour tribunals and the Courts. The commercial/ corporate information technology section provides legal support to MBS to assist it in fulfilling its mandate to provide common services and information technology services to the Government of Ontario and its agencies. The branch also provides legal advice and representation to MBS and individual ministries on privacy law matters. The branch assists MBS in the drafting of legislation within its jurisdiction.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1593 (Vital Statistics)
(416)327-1582 (Historical Inquiries)
(416)327-1552 (Photos, Maps, Architectural)
(416)327-1583 (Genealogical)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
8:15 - 5:00

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio, video, and motion picture **film** recordings. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

HUMAN RESOURCES DIVISION

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1532
Fax (416)325-1393
8:30 - 5:00

Human Resources Division fulfils the corporate employer role for the OPS by establishing clear and responsive human resources policies, programs and practices for ministry clients, and effectively managing labour relations. The division is responsible for collective bargaining and contract administration with bargaining agents and professional associations, and provide direction and support to ministry clients in the areas of human resources planning, management compensation, youth initiatives, recruitment, learning and development strategy, health and safety, pensions and benefits. The Pension Data Purification, Contingency Planning and Human Resources Services Delivery Review Projects also operate within the division.

CORPORATE LABOUR RELATIONS/NEGOTIATIONS SECRETARIAT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1475
Fax (416)325-1483
Fax (416)325-1472 (Director)
8:30 - 5:00

Corporate Labour Relations/Negotiations Secretariat represents the Crown as the employer in **collective bargaining** and labour relations matters in the OPS. Responsibilities include: labour policy development, supporting ongoing union-management negotiations; coordinating OPS **grievances**; providing advice/assistance to ministries on a full range of labour relations issues; interpreting collective agreements and Labour Relations issues. The Research and Evaluation Section is responsible for the collection/analysis of external, broader public sector and OPS market data, social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the OPS. The section also responds to external inquiries

regarding OPS compensation and support in negotiations. The Compensation Policy is responsible for overall compensation strategies; developing pay policies/guidelines; developing and maintaining OPS job evaluation systems and pay equity plans.

STAFFING AND DEVELOPMENT BRANCH

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0074
Fax (416)325-0251
8:30 - 5:00

Staffing and Development Branch develops and implements human resources management strategies, policies, programs and practices that support the role of the Ontario Public Service (OPS) as a corporate employer. It provides strategic advice to, and consultation with, Management Board of Cabinet, ministries and managers on the Human Resources Strategy, staffing, equal opportunity, health and safety, Management Compensation Plan (MCP), performance management, learning and development, and a corporate youth initiatives program.

INTERNAL AUDIT DIVISION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-9368
Fax (416)327-9486
8:00 - 5:00

The Internal Audit Division provides objective assurance and consulting services to all government ministries. It assists the government in meeting its business objectives by evaluating and making recommendations to improve the government's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of government operations.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2863
Fax (416)327-2866
8:30 - 5:00

The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, accommodation and general administration.

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0600
Fax (416)327-3794
8:30 - 5:00

The Business Planning and Financial Management Branch provides business planning, financial management, controllership and office accommodation support to Management Board Secretariat, Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, and corporate projects. Its major activities include: business plan coordination; allocations and multi-year financial plans; controllership; ministry accommodation; financial reporting to support corporate decision-making; control and reconciliation; management of the corporate financial information system.

HUMAN RESOURCES SERVICES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, its agencies and the Office of the Lieutenant Governor. Services are provided to managers and staff in the following areas: Recruitment and Staffing; Health and Safety; Organization Design; Organizational Development; Career Transition; Labour Relations and Equal Opportunity. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

INTERNAL AUDIT SERVICES

Suite 1100, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)314-3452
Fax (416)314-3467
8:30 - 5:00

Internal Audit Services provides objective assurance and consulting services to MBS/ORC. It assists MBS/ORC in accomplishing its business objectives by evaluating and making recommendations to improve the MBS/ORC's risk management, control and governance processes.

QUALITY SERVICE PROJECT OFFICE

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-6616
Fax (416)327-2806
9:00 - 5:15

The MBS Quality Service Office is implementing two major initiatives in response to the Cabinet approved Quality Service strategy for the OPS: first, Common Service Standards and secondly, Quality Planning. The Common Service Standards are monitored to ensure that the ministry is responding in a timely fashion to customer queries, whether via telephone, correspondence, walk-in or feedback mechanisms. And in Quality Planning, MBS has launched initiatives to enhance quality service in our businesses.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-8513
Fax (416)327-3264
8:00 - 5:00

The Office of the Corporate Chief Information Officer (OCCIO) provides leadership and coordination for the information and information technology (I&IT) function in government and its alignment with government business directions. This includes leading the policy development and implementation for common infrastructure, governance, organization and accountability components of the I&IT strategy, and the delivery of cost effective I&IT services to both ministries generally and to MBS specifically (e.g. the OCCIO manages and delivers a wide range of cost-effective government-wide common services such as computer processing and network facilities supporting large government applications like OHIP claim payments and drivers licences).

HUMAN RESOURCES AND CHANGE MANAGEMENT BRANCH

4th Flr Suite 412, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)326-5513
Fax (416)326-1374
8:30 - 5:00

The Human Resources and Change Management Branch supports the implementation of the Government's Information and Information Technology (I&IT) Strategy. The branch's primary responsibility is to provide human resource and change management support in establishing the new I&IT Organization which will include the Office of the Corporate Chief Information Officer (CIO) and seven clusters. The branch is supporting the implementation of the I&IT Strategy through four principle streams of activity: Executive Recruitment, Organizational Design, Change Management and Executive Development, and Organizational Development and Renewal.

ISERV ONTARIO

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
(416)327-3900 (For Service Problems Call Service & Operations Centre)
(416)325-3400 (Audio Teleconference Operator, Toronto Booking)
Fax (416)327-3348
8:00 - 5:00

iSERV ONTARIO provides the common infrastructure services, such as processing and communications, from its network of data centres, server farms and vendor partners to all ministries and cluster organizations in support of the government's I&IT agenda.

CUSTOMER SERVICE

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

Customer Service is the primary point of contact working with the IT clusters to support the business needs through the deployment of telecommunications and information processing

technology. Services include customer account management, consultation regarding service solutions, and office management services.

MBS AND CORPORATE APPLICATION SERVICES

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2821
(416)327-2700 (Helpline)
Fax (416)327-2530
8:30 - 5:00

MBS and Corporate Application Services is responsible for the development, implementation and maintenance of applications in support of MBS and corporate programs. The branch provides internal consulting, and advisory services related to information technology. In addition, the branch provides technology planning, office systems support and system and network operational support. The branch also manages the government's internet and intranet portal sites.

INTERNET APPLICATIONS

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2895
Fax (416)327-8781

Internet Applications manage the government's internet and intranet portal sites and develop operational policies for the web. This includes an Applications Development group which develops and supports web sites and applications.

NETWORK SERVICES

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281

Network Services working with Customer Service provides cost-recovery telecommunication and information processing services to the Government of Ontario. Telecommunication-based services are provided to support the effective delivery of customer programs with the goals of minimizing cost, enhancing customer services, and increasing productivity. Services offered include a province-wide telecommunications network carrying both voice and data services, a variety of value added services (e.g. voice mail, electronic commerce), and design services.

PROCESS/METHODS AND PRACTICES

21st Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-2535
8:00 - 5:00

Process, Methods and Practices promotes convergence towards best practices at iSERV ONTARIO by defining and establishing models and methodologies; ensuring business value through metrics and measurements and by building and sharing intellectual capital throughout the organization.

PROCESSING SERVICES

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3305

iSERV ONTARIO working with Customer Service Branch provides cost-recovery information processing services to the Government of Ontario. Processing Services offers a comprehensive package of processing related services that can be tailored to provide an environment that most effectively meets each customer's specific business and application requirements.

OFFICE OF THE CORPORATE CHIEF INFRASTRUCTURE DEVELOPMENT

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5076
Fax (416)314-7710

The Ontario government is investing in nine infrastructure projects that together will streamline our internal operations, improve services to the public and, most importantly, work together across ministry lines. These are: Enterprise Information and IT Architecture; Common Help Desk/IT Services Management; Integrated Directory and Messaging; Integrated Network; Standardized Desktop; End-to-end Security; Integrated Information; Coordinated Client Access; Standardized Application Environment.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

262 Britannia Rd E
Mississauga L4Z 1S6
General Inquiry (905)890-2479
Fax (905)890-1638
9:00 - 5:00

The Government Mobile Communications Office will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all government ministries and the broader public sector. The Ministry of the Solicitor General has the project lead. Both the OPP and the Corrections Division are mobile communications users. Other ministries involved in the project are Management Board Secretariat, Ministry of Natural Resources, Ministry of Transportation and Ministry of Health.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
8:30 - 5:00

The Office of the Corporate Chief Strategist champions the importance of I&IT as a key corporate enabler and driver of business opportunities, and maintains an outward technology watch on trends and best practices. The office also leads the development of corporate-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and standards. It ensures the public's right of access to government-held information and protects the individual's right of privacy. It also identifies new and emerging common infrastructure needs and defines the high-level I&IT architecture. The Office performs the controllership function of I&IT at the corporate level

including providing advice to the Management Board of Cabinet on major I&IT decisions and supporting the corporate governance committees

PROCUREMENT POLICY AND IT PROCUREMENT BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3555 (Supplier And Broader Public Sector Information - Voice Mail Only)
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

The Procurement Policy and IT Procurement Branch is responsible for the development of the government's procurement policy framework, the preparation of requests for proposals and negotiating and managing government-wide contracts for information and information technology (hardware, services and software). The branch also provides strategic procurement advice, training and services to government ministries and agencies and supports the ongoing implementation of Ontario's interprovincial trade agreements.

IT PROCUREMENT PLANNING

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

The IT Procurement Planning Section undertakes research, analysis, and business case development to support the establishment of new corporate IT contracts based on evolving OPS requirements and IT market trends. It develops branch vendor knowledge products and manages corporate software licensing agreements. It also provides advice and interpretation on software acquisitions policy and practice.

IT PROCUREMENT SERVICES

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

IT Procurement Services Section provides corporate IT procurement services by establishing enterprise-wide IT contracts, developing and managing corporate contracts for commonly used IT goods and services, and providing advice to OPS clients on IT procurement processes and strategies.

SMART CARD PROJECT

College Park
15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-6269
Fax (416)327-4748
9:00 - 5:00

The Smart Card Project (SCP) is a multi-year initiative established in January 2000 with the mandate to explore, develop and with approval, introduce an Ontario Secure Access Card. As a fundamental and strategic part of Ontario's e-government strategy, this card will offer secure, electronic access to government services while protecting privacy and enhancing convenience and choice for Ontario citizens.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00

The Program Management and Estimates Division provides strategic advice to support the decision making of Management Board of Cabinet, which is responsible for managing the public service and ensuring cost-effective, efficient, business-like government operations. The division supports Management Board of Cabinet by developing and managing the business planning process, including the annual and in-year allocation of operating funding to programs and ministries; putting mechanisms in place to measure the government's performance and holding ministries accountable for meeting performance standards and savings targets; setting corporate management policies; providing advice to ministries on government priorities, policies and procedures; and developing and managing Management Board's administrative directives and guidelines.

AGENCY SECTOR COORDINATION UNIT (REGULATORY AND ADJUDICATIVE AGENCIES)

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2043
Fax (416)327-2754
9:00 - 5:00

The Agency Sector Coordination Unit is coordinating the sector-wide implementation of the Agency Reform Commission's vision of effective and efficient delivery of everyday justice based on the goals of fairness, accessibility, timeliness, quality and consistency, transparency, expertise, optimum cost and courtesy. The unit keeps the goverment and stakeholders informed of sectoral progress and performance.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00

The Business Planning and Expenditure Management Branch in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year business planning process for the Government of Ontario. It is also responsible for the coordination and production of the annual Printed Estimates. The branch is also responsible for in-year monitoring of all operating expenditures, staff strength and severance costing; and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH

Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2053
Fax (416)325-0438
Fax (416)327-2593
8:30 - 5:00

The Corporate Policy Branch develops corporate policies and provides strategic advice to Management Board of Cabinet (MBC) and ministries on the effective and accountable management of government resources. The branch develops, coordinates and manages MBC directives and guidelines.

RESOURCES AND ECONOMIC DEVELOPMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)325-1220
8:30 - 5:00

The Resources and Economic Development Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with resource and economic development-related responsibilities. The branch is responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SOCIAL AND JUSTICE BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00

The Social and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from social and justice policy field ministries. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SHARED SERVICES BUREAU

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
8:30 - 5:00

The Shared Services Bureau (SSB) provides business support services to ministries and agencies across the OPS, replacing many individual internal administration services that had been provided within each ministry. Services include financial processing, purchasing, payroll management and processing, benefits administration, generic training, and general administration services, e.g. translation, collections.

BUSINESS IMPROVEMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4312
8:30 - 5:00

The Business Improvement Branch provides the resources and expertise within the Shared Services Bureau, providing leadership for process improvement, performance measurement and business re-engineering for the Ontario Public Service business support functions.

BUSINESS OPERATIONS SUPPORT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246
8:30 - 5:00

The Business Operations Support Branch provides internal consulting and operating support for the Shared Services Bureau. Responsibilities include business planning, investment and pricing strategy, business performance management and analysis, controllership, accommodation planning and coordination, liaison with the Management Board Secretariat support areas (audit, legal, human resources, etc.) and support to the CEO's office.

CUSTOMER SERVICE BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-8910
Fax (416)314-3960
8:30 - 5:00

The Customer Service Branch is responsible for the development and delivery of customer service channels to the Bureau, including the Internet, call centres and Interactive Voice Response (IVR).

FINANCE SERVICE DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4992
8:30 - 5:00

The Finance Service Delivery Branch acts as the process manager and deliverer of financial transaction processes for expenditures, non-tax revenue, debt collection services, accounting transactions and related transaction controls. In addition, this branch is responsible for the application maintenance of ministry corporate financial systems.

COLLECTION MANAGEMENT UNIT

6th Flr Suite 610, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519, 807 & 416)
Fax (416)326-0526
8:30 - 5:00

The Collection Management Unit manages the collection of overdue accounts receivable (**debts**) owing to the government.

GENERAL ADMINISTRATIVE SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3435
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)327-4246
8:30 - 5:00

The General Administrative Services Delivery Branch provides Ontario government ministries with operational support services, including: risk management and insurance services; official documents; information management consulting; information storage and retrieval services; surplus assets management; distribution; mail and print services; translation and terminology services; forms management services; green workplace.

ASSETS AND DISTRIBUTION

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)327-3446
Fax (416)326-8167
8:15 - 4:30

Assets and Distribution is a mandatory common service responsible for providing an efficient and effective mechanism for the redeployment or disposal of the government's **surplus** moveable assets, and management of the External Asset Program to developing countries. The Distribution Centre provides inventory storage and distribution services.

FORMS MANAGEMENT SERVICE

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-2460
Fax (416)325-9652
8:00 - 5:00

Forms Management Service provides analysis, design and testing of internal and public-use electronic and paper forms, develops workflow-enabled electronic forms, standardizes OPS common internal administrative forms, and eliminates unnecessary or redundant forms. The unit is also responsible for developing OPS standards and guidelines for the management of forms.

OFFICIAL DOCUMENTS

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 5:00

The Official **Documents** section will verify the authenticity of **affidavit**s and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries with a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government **appointment**s.

GOVERNMENT MAIL AND PRINT SERVICES

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
(416)325-6245 (Mail Service Line: 325-MAIL)
(416)327-2679 (Print and Lettershop Line: 327-COPY)
Fax (416)327-2648
8:30 - 5:00

Government Mail and Print Services (GMPS) provides full mail, print and lettershop services to client minitries in the Queen's Park vicinity, Downsview office complex, 777 Bay Street, and the Stone Road complex in Guelph. The lettershop, located in the Macdonald Block, provides mail list management services and mass mail services including addressing, labelling, folding and inserting, The print operations provide print, bindery and design services at five locations.

GOVERNMENT TRANSLATION SERVICE UNIT

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-2711
(416)327-2723 (French Terminology Hotline)
Fax (416)327-2753
Fax (416)327-5541 (French Terminology Hotline)
www.onterm.gov.on.ca
8:30 - 5:00

The Government **Translation** Service (GTS) Unit provides translation and terminology services for ministries and schedule I and IV agencies for the official languages (English and **French**). This includes managing the standing agreements, setting corporate quality standards, and managing large or complex translation projects. GTS also provides standardization of French terminology specific to the Ontario government through the development and promotion of corporate

terminology standards and linguistic usage standards for French-language communications in the OPS. This includes providing official French equivalents for Ontario government titles, such as those used for business cards, letterhead and program-related material.

INFORMATION MANAGEMENT SOLUTIONS

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3690
Fax (416)326-8167
8:30 - 5:00

Information Management Solutions offers a wide-range of advisory, consulting and storage services to help I&IT Clusters, ministries and agencies more effectively manage their paper and electronic information.

RISK MANAGEMENT AND INSURANCE SERVICES UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3445
Fax (416)314-3444
8:30 - 5:00

The Risk Management and Insurance Services Unit purchases insurance for the government. It also advises all Ontario ministries and special-purpose bodies on the controlling of risks, management of losses, and loss exposures with/without insurance coverage.

HUMAN RESOURCES SERVICE DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)325-1725
8:30 - 5:00

The Human Resources Service Delivery Branch is responsible for the administration of OPS-wide services such as payroll and benefits, generic training, the Employment Transition Fund and youth employment programs.

SERVICE SYSTEMS BRANCH

George Drew Bldg
14th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)327-9241
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)327-9254
8:30 - 5:00

The Service Systems Branch currently maintains and operates the corporate **payroll** and attendance systems for the OPS, i.e. WIN and CORPAY.

STRATEGIC PROCUREMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4992
8:30 - 5:00

The Strategic Procurement Branch manages procurement transactions in the Ontario Public Service and enterprise-wide initiatives such as fleet management. The branch also provides procurement support to individual ministries.

TRANSITION SECRETARIAT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
8:30 - 5:00

The Transition Secretariat is responsible for planning activities related to the implementation of the Shared Services Bureau. The work of the Transition Secretariat includes activities such as facilitating the transfer of staff and business support functions from individual ministries to the Bureau, and supporting the development of the businesses and organization of the Bureau, including change management and communications.

AGENCIES, BOARDS AND COMMISSIONS

ADVERTISING REVIEW BOARD

Macdonald Block
2nd Flr Rm M2-56, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00

The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy **standards** are met.

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Within Canada & USA)
Fax (416)364-7578
www.opb.on.ca
8:00 - 5:00

The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario

Public Service employees who are members of OPSEU are covered by the OPSEU Pension Plan. The OPB also administers, on behalf of Management Board of Cabinet, certain aspects of the Ontario Provincial Judges Pension Plan.

ONTARIO PROVINCIAL POLICE GRIEVANCE BOARD

777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6170
Fax (705)329-6188

The Ontario Provincial Police **Grievance** Board deals with complaints from all uniformed members of the Ontario Provincial Police Association concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

ONTARIO PROVINCIAL POLICE NEGOTIATING COMMITTEE

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)325-1475
Fax (416)325-1483

The Ontario Provincial Police Negotiating Committee negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3937 (Reception, 11th Flr)
(416)326-4850 (10th Flr)
www.orc.on.ca

The Ontario Realty Corporation was established in 1993 as a crown corporation. The ORC provides a broad range of **real estate** services including construction project management, facilities management, portfolio management and asset rationalization on behalf of Management Board Secretariat. The ORC has a clear line of accountability: the President and Chief Executive Officer is responsible to the Board of Directors which, in turn, is accountable to the Chair of the Management Board of Cabinet.

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Pensioner Services)
Toll Free 1-800-906-7738 (Canada-Wide)
Fax (416)681-6175
www.optrust.com
8:00 - 5:00

The OPSEU **Pension** Trust administers the Pension Plan and manages the Fund and related investment processes, for the OPSEU member employees of the Ontario government and agencies, boards and commissions, which are participating employers. In addition, members of the Ontario Liquor Control Board Employees Union and the Canadian Union of Public Employees (CUPE) Local 3096 are members of the Plan, as are the employees of the OPSEU Pension Trust. The Trust also administers certain benefit plans on behalf of pensioners.

PROVINCIAL JUDGES PENSION BOARD

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-4246
Fax (416)327-8402

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Archives Act
Capital Investment Plan Act (only in respect to ORC)
County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Lobbyists Registration Act
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
Official Notices Publication Act
OPSEU Pension Act
Public Service Act
Public Service Pension Act
Treasury Board Act

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
www.mah.gov.on.ca
8:30 - 5:00

The Ministry of Municipal Affairs and Housing's goal is an Ontario made up of strong communities, each with dynamic local economies and an attractive quality of life. The ministry promotes efficient local governments committed to excellence, accountable to taxpayers and responsive to local needs. The ministry works for a housing market that serves the full range of housing needs of Ontarians, protects tenants, encourages private sector building and provides opportunities for affordable housing.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
(416)585-7041 (Customer Assistance)
Fax (416)585-6227
8:30 - 5:00

Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

FREEDOM OF INFORMATION AND PRIVACY UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7663
Fax (416)585-7122
8:30 - 5:00

Freedom of Information and Privacy Unit provides strategic coordination and advice for the Freedom of Information and Privacy Act.

Services offered to the Public:
Freedom of Information and Protection of Privacy

INVESTIGATION UNIT

11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7214
Toll Free 1-888-772-9277
Fax (416)585-6464
8:30 - 5:00

The Investigation Unit is responsible for compliance with the provisions of the Tenant Protection Act, 1997, and **prosecution** of cases where non-compliance occurs.

ORGANIZATIONAL EFFECTIVENESS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7259
8:30 - 5:00

Organizational Effectiveness Branch provides expertise and consultation in assessing, diagnosing and aligning the organizational structure and processes, with the ministry's business goals. It leads the design, development and implementation of human resources and labour management initiatives, which support the strategic and tactical needs of the organization; provides expertise and strategic support on change management and organizational renewal; champions a learning culture within the ministry by promoting the application of innovative and effective approaches to learning to meet current and future competencies; and develops strategies to maintain and build on a positive labour management relationship within the ministry.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00

The Ontario Mortgage Corporation is a corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors. The corporation is responsible for administering **mortgages** made available by the Province of Ontario.

REGIONAL OFFICES

The seven regional offices (listed separately) are responsible for the administration of social and market **housing** programs across the province. The regional offices provide technical, financial and administrative support to the non-profit housing corporations and cooperatives. The regional offices also provide the province-wide administration of various social and market housing programs, including Provincial Non-Profit Housing Programs and the **Rent** Supplement Program.

CENTRAL ONTARIO REGION
25th Flr Suite 2503, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6881
Toll Free 1-800-881-3678
Fax (416)585-6511
Fax (416)585-6222 (Area Director)
8:30 - 5:00

EASTERN ONTARIO REGION (OTTAWA)
5th Flr, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)225-6776
Toll Free 1-800-267-6108
Fax (613)225-6925
Fax (416)585-7003 (Area Director, Toronto)
8:30 - 5:00

METRO REGION (TORONTO)
12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6974
Toll Free 1-800-668-0208
Fax (416)585-6636
Fax (416)585-6222 (Area Director)
8:30 - 5:00

NORTHERN ONTARIO REGION (SUDBURY)
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1190
Fax (705)564-6819
8:30 - 5:00

NORTHWESTERN ONTARIO REGION
(THUNDER BAY)
Suite 223, 435 S James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1465
Toll Free 1-800-465-5015
Fax (807)473-3032
8:30 - 5:00

SOUTHERN ONTARIO REGION
(HAMILTON)
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7500
Toll Free 1-800-263-8295
Fax (905)521-7200
Fax (905)521-7260 (Area Director)
8:30 - 5:00

SOUTHWESTERN ONTARIO REGION
(LONDON)
11th Flr Suite 1100, 380 Wellington St
London N6A 5B5
General Inquiry (519)679-7110
Toll Free 1-800-265-4733
Fax (905)521-7260 (Area Director)
Fax (519)675-7707
8:30 - 5:00

PROVINCIAL-MUNICIPAL RELATIONS DIVISION

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6778
Fax (416)585-6467
8:30 - 5:00

The branches within the Provincial-**Municipal** Operations Division provide a full range of services to support local government, including educational and advisory services, land use planning, financial and operational services, municipal restructuring, transfer payment program, facilitation and support to municipal affairs agencies. Service is provided through head office branches and a network of five municipal services offices.

HOUSING DEVELOPMENT AND BUILDINGS BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00

The **Housing** Development and **Buildings** Branch is responsible for the regulatory framework for the **construction** of buildings under the Ontario Building Code and for the maintenance of existing buildings through **municipal** property **standards**. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of housing.

Services offered to the Public:
Building Regulation

MAINTENANCE AND STANDARDS UNIT

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7405
Toll Free 1-800-387-4451
Fax (416)585-6355
8:30 - 5:00

The Maintenance and **Standards** Unit is responsible for the administration of the Provincial Maintenance Standards under the Tenant Protection Act, 1997. The unit responds to tenant **complaints** about **health**, **safety** and maintenance problems in their residential rental properties. **Tenants** may contact the unit to request an **inspection** of their rental property. Work orders are issued to landlords listing the repair work required. The unit provides municipal staff with information on the adoption and enforcement of local property standards by-laws, and on maintenance provisions in the Tenant Protection Act.

Services offered to the Public:
Inspection of residential rental properties

MUNICIPAL SERVICES OFFICES

The **Municipal** Services Offices (MSOs) of the Provincial Municipal Relations Division are directly responsible for the delivery of ministry services to support strong local governments that can effectively manage their financial and administrative activities. The MSOs also manage the local delivery of municipal reform initiatives. The MSOs respond and anticipate municipal issues and trends of provincial interest, communicating key ministry and government priorities and helping local governments capitalize on new and innovative approaches to municipal management and administration.

CENTRAL MUNICIPAL SERVICES OFFICE
14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6226 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Fax (416)585-6882
8:30 - 5:00

EASTERN MUNICIPAL SERVICES OFFICE
Rockwood House
8 Estate Lane
Kingston K7M 9A8
General Inquiry (613)548-4304
Toll Free 1-800-267-9438 (Ottawa-Carleton, Peterboro, Prescott-Russell, Prince Edward, Stormont, Dundas/Glengarry,Kawartha Lk)
Fax (613)548-6822
8:30 - 5:00

NORTHEASTERN MUNICIPAL SERVICES OFFICE
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Region of Sudbury,Sudbury, Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00

NORTHWESTERN MUNICIPAL SERVICES OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay, Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00

SOUTHWESTERN MUNICIPAL
SERVICES OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
(519)873-4020 (Elgin, Essex, Grey,
Haldimand-Norfolk, Huron, Chatham-Kent,
Lambton, Middlesex, Oxford, Perth)
Toll Free 1-800-265-4736 (Waterloo, Brant,
Bruce, Wellington)
Fax (519)873-4018
8:30 - 5:00

MUNICIPAL SUPPORT SERVICES BRANCH

11th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

The Municipal Support Services Branch (MSSB) provides value-added service to municipalities through a strong network of Municipal Services Offices that respond to and anticipate issues, deliver key ministry and government priorities and help local government capitalize on new and innovative approaches to municipal management and administration. The branch also administers transfer payment programs - **disaster** relief (Ontario Disaster Relief Assistance Program), emergency assistance (Emergency Assistance Fund), restructuring (Municipal Restructuring Fund) as well as Payments in Lieu of Taxes, Tenant Taxes and Conservation Lands programs. The branch coordinates municipal restructuring proposals, municipal accountability and service delivery initiatives, including the Municipal Performance Measurement Program, and delivers training and education to ministry staff and municipalities.

Services offered to the Public:
Municipal Restructuring
Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00

The Provincial Planning and Environmental Services Branch provides leadership in **land use planning** through the development of policy and legislation, including the Planning Act, for the improvement of Ontario's planning system. It articulates matters of provincial interest, through the Provincial Policy Statement, development plans and area specific policy statements, as required. The branch fosters excellence in planning through the identification and promotion of new planning practices.

PLANNING SERVICES

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00

Planning Services office administers the legislative and policy framework for the provincial **land use planning** system, under the Planning Act and the Ontario Planning and Development Act. It ensures protection of provincial interests by providing a single access point for provincial review and approval of planning applications. It monitors **municipal** planning documents; launches appeals on behalf of the province; provides planning advice and services to ministries; and develops and delivers education, training and marketing programs with partner ministries, municipalities, planning boards, associations and stakeholder groups.

Services offered to the Public:
Land Use Planning Approvals
Land Use Planning Education, Training and Communications
One Window Plan Input, Review and Appeals

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6503
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00

The **Building Code** Commission resolves disputes related to the interpretation of and sufficiency of compliance with the Ontario Building Code's technical requirements. Typically, the parties to such disputes are building officials and building permit applicants or persons to whom orders have been issued.

Services offered to the Public:
Resolution of Building Code Disputes

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7307
Fax (416)585-7617
8:30 - 5:00

Ontario **Housing** Corporation (OHC) is an agency of the Ministry of Municipal Affairs and Housing. With the passage of the Social Housing Reform Act, 2000, OHC transferred its public housing to municipal control effective, January 1, 2001.

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7295
Toll Free 1-888-332-3234 (Public Information)
Fax (416)585-6363
www.orht.gov.on.ca
8:30 - 4:30

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. 20 offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. We also distribute forms and information brochures and conduct **hearings** to **adjudicate** landlord-tenant disputes.

Services offered to the Public:
Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

RENT CONTROL TRANSITION UNIT

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6283
Toll Free 1-888-337-6633
Fax (416)585-7212
8:30 - 4:30

The **Rent** Control Transition Unit is responsible for completing the remaining applications for rent matters filed before June 17, 1998 under the Rent Control Act. On June 17, 1998 the Rent Control Act and the **Landlord and Tenant** Act were replaced by the Tenant Protection Act, which is administered by the Ontario Rental **Housing** Tribunal.

TRIBUNAL OFFICES

CENTRAL ONTARIO REGIONAL OFFICE
Suite 550, 4 Robert Speck Pky
Mississauga L4Z 1S1
Toll Free 1-888-332-3234
Fax (905)279-7286

BARRIE CLIENT SERVICE OFFICE
Suite 303, 34 Simcoe St
Barrie L4N 6T4
Toll Free 1-888-332-3234
Fax (705)739-6630

EASTERN REGIONAL OFFICE
4th Flr, 255 Albert St
Ottawa K1P 6A9
Toll Free 1-888-332-3234
Fax (613)787-4024

KINGSTON CLIENT SERVICE OFFICE
The Ontario Government Ctr, Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
Toll Free 1-888-332-3234
Fax (613)536-7220

NORTHERN REGIONAL OFFICE
Suite 1003, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-888-332-3234
Fax (705)564-4118

NORTH BAY CLIENT SERVICE OFFICE
Suite 105, 447 McKeown Ave
North Bay P1B 9S9
Toll Free 1-888-332-3234
Fax (705)497-5544

THUNDER BAY CLIENT SERVICE OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-888-332-3234
Fax (807)473-3077

TIMMINS CLIENT SERVICE OFFICE
The Ontario Government Complex E Wing
Hwy 101 E
Bag No 4010
South Porcupine P0N 1H0
Toll Free 1-888-332-3234
Fax (705)235-1575

SOUTHERN REGIONAL OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
Toll Free 1-888-332-3234
Fax (905)521-7870

ST CATHARINES CLIENT SERVICE OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free 1-888-332-3234
Fax (905)704-3969

SOUTHWESTERN REGIONAL OFFICE
Suite 400, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-888-332-3234
Fax (519)679-7290

KITCHENER CLIENT SERVICE OFFICE
Suite 401, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-888-332-3234
Fax (519)571-5057

OWEN SOUND CLIENT SERVICE OFFICE
1450 Seventh Ave E
Owen Sound N4K 2Z1
Toll Free 1-888-332-3234
Fax (519)376-7956

WINDSOR CLIENT SERVICE OFFICE
6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
Toll Free 1-888-332-3234
Fax (519)973-1421

TORONTO EAST/DURHAM REGIONAL OFFICE
Unit 2, 2275 Midland Ave
Toronto M1P 3E7
Toll Free 1-888-332-3234
Fax (416)314-8649

DURHAM CLIENT SERVICE OFFICE
Unit 1, 1916 Dundas St E
Whitby L1N 9J4
Toll Free 1-888-332-3234
Fax (905)723-3773

PETERBOROUGH CLIENT SERVICE OFFICE
Suite 5209, 300 Water St
Peterborough K9J 3C7
Toll Free 1-888-332-3234
Fax (905)755-3011

TORONTO NORTH REGIONAL OFFICE
Suite 700, 47 Sheppard Ave E
Toronto M2N 5X5
Toll Free 1-888-332-3234
Fax (416)314-9567

TORONTO SOUTH REGIONAL OFFICE
2nd Flr, 79 St Clair Ave E
Toronto M4T 1M6
Toll Free 1-888-332-3234
Fax (416)326-9838

ACTS

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act, 1992
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Greater Sudbury Act, 1999
City of Hamilton Act, 1975
City of Hamilton Act, 1999
City of Hazeldean-March Act, 1978
City of Kawartha Lakes Act, 2000
City of London Act, 1990

City of Nepean Act, 1978
City of Ottawa Act, 1999
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
City of Timmins-Porcupine Act, 1972
City of Toronto Act, 1997
City of Toronto Act, 1997 (No. 2)
Commercial Tenancies Act
Community Economic Development Act, 1993
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act, 1997
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Greater Toronto Services Board Act, 1998
Housing Development Act
Land Lease Statute Law Amendment Act, 1994
Line Fences Act
Local Government Disclosure of Interest Act, 1994
Local Improvement Act
London-Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act, 1996
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Private Acts Repeal Act, 1983
Municipal Subsidies Adjustment Repeal Act, 1976
Municipal Tax Assistance Act
Municipal Tax Sales Act
Municipal Unemployment Relief Act
Municipal Works Assistance Act
Municipal and School Tax Credit Assistance Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Ontario Housing Corporation Act
Ontario Municipal Employees Retirement System Act
Ontario Municipal Supports Grants Act
Ontario Planning and Development Act, 1994
Ottawa-Carleton Amalgamations and Elections Act, 1973
Planning Act
Police Village of St. George Act, 1980

Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act
Regional Municipality of Durham Act
Regional Municipality of Halton Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Road Access Act
Rural Housing Assistance Act
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Snow Roads and Fences Act
Social Housing Funding Act, 1997
Social Housing Reform Act, 2000
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act
Tom Longboat Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Haldimond Act, 1999
Town of Moosonee Act, 2000
Town of Norfolk Act, 1999
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00
www.nativeaffairs.jus.gov.on.ca

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Ontario **Native** Affairs Secretariat supports the Minister Responsible for Native Affairs. It conducts **land** claim negotiations on behalf of the province; implements land claim settlements to remove barriers to investment in order to enhance economic opportunities for **Aboriginal** and non-Aboriginal communities; and represents the interests of the province in self-government negotiations between Canada and First Nations. It works and partners with Aboriginal businesses and organizations, corporate Ontario, the private sector, provincial ministries and the federal government to promote Aboriginal self-reliance and economic development. The Secretariat also develops provincial policy and works with other ministries to coordinate the government's overall approach to Aboriginal matters, and maintains relations with First Nations, Metis, Inuit, and Aboriginal organizations such as Friendship Centres, the federal government, stakeholders and the public.

OFFICE OF THE SECRETARY

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Secretary for Native Affairs develops and implements strategic directions and corporate priorities on Aboriginal issues in support of the Minister Responsible for Native Affairs. The Secretary also leads the senior management team in the management of day-to-day operations and communications. The Secretary for Native Affairs is supported by the Office of the Secretary.

ABORIGINAL/FEDERAL RELATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Aboriginal Federal Relations Branch is responsible for coordinating and maintaining relationships with Aboriginal communities, organizations and people, the federal government and other provincial governments in regard to Aboriginal matters.

COMMUNICATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4779
8:30 - 5:00

The Communications Branch provides communications expertise, services and advice. The branch supports the Secretariat's core businesses and goals through the delivery of strategic and effective communications, and assists with all government communications related to Aboriginal matters.

CORPORATE ABORIGINAL POLICY AND MANAGEMENT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Corporate **Aboriginal** Policy and Management Branch provides corporate management, policy development and coordination, and policy advice on Aboriginal matters. The branch manages implementation of the Building Aboriginal Economies Strategy and delivery of several of its programs (Working Partnerships, Aboriginal Community Capital **Grants** Program, Ontario Aboriginal **Economic Development** Program). It also administers transfer payments and provides ONAS with financial and administrative planning, telecommunications, operations and human resources support.

LEGAL SERVICES BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Legal Services Branch provides Aboriginal law expertise and legal services and advice to support the Secretariat's core businesses and goals. It is a part of the Ministry of the Attorney General and liaises with other legal branches in government on Aboriginal and related law matters.

NEGOTIATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Negotiations Branch researches and conducts land claim negotiations, implements negotiated settlements, represents Ontario in self-government negotiations, and manages and coordinates other negotiations as required.

NEGOTIATIONS - PEMBROKE, INFORMATION CENTRE - ALGONQUINS OF GOLDEN LAKE LAND CLAIM
Ontario Government Bldg
31 Riverside Dr
PO Box 220
Pembroke K8A 8R6
General Inquiry (613)732-8081
Fax (613)732-7136

NEGOTIATIONS - THUNDER BAY
Suite 101, 421 S James St
Thunder Bay P7E 2V6
General Inquiry (807)473-3132
Fax (807)473-3153

ACTS

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
6th Flr Rm 6630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
www.mnr.gov.on.ca

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources of land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327

The Office of the **Mining** and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeal**s under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

POLICY AND PLANNING COORDINATION BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948

The Policy and Planning Coordination Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation and audit. It also leads the review and implementation of the ministry's management and performance measure systems. Policy and Planning Coordination Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

CORPORATE SERVICES DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 4:30

The role of the Corporate Services Division is to enhance ministry program delivery by providing leadership, strategic advice and responsive result oriented services to clients. This is accomplished by: giving timely, appropriate and cost effective business planning, financial, administrative, legal, human resource management, and audit and evaluation services; developing policy and giving advice on standards and guidelines, planning and management; and being the primary liaison with

the central agencies of government for corporate policy and priorities and the functions associated with the Chief Administrative Officer.

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 4:30

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution. Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video-cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

FINANCE AND BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 4:30

The Finance and Business Services Branch is responsible for corporate financial administration and management support services, including accountable advance services, accounts payable, receivable (revenue), and divisional financial and program advice and analysis. The revenue function includes the control of collateral securities, records and reports on revenue from timber operations, sales and leases of Crown land, mining, aggregate, pits and quarries, provincial parks operations, fish and wildlife licences and sundry other cash receipts. The branch also provides corporate purchasing services, corporate capital asset and facilities management, and central supply and distribution.

HUMAN RESOURCES BRANCH

3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2125
Fax (705)755-3108
8:30 - 4:30

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for managing the redeployment of surplus employees, staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

FIELD SERVICES DIVISION
Ontario Government Bldg
Suite 221, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1201
Fax (807)475-1743

FOREST DIVISION
Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5809
Fax (705)945-5970

NATURAL RESOURCE MANAGEMENT DIVISION/CORPORATE SERVICES DIVISION
3rd Flr S, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-2634
Fax (705)755-1338

SCIENCE AND INFORMATION RESOURCES DIVISION
Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
Fax (705)945-5970

LEGAL SERVICES BRANCH

Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2003
Fax (416)314-2030

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as preparing litigation, settling claims and acting at court hearings. The Legal Services Branch is responsible to the Attorney General's Office.

FIELD SERVICES DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-9075
Fax (416)314-2629
8:30 - 4:30

Field Services Division is the ministry's front-line organization, responsible for the delivery of resource management programs through MNR's three regions and 25 districts across the province. The division delivers a complex array of programs including provincial enforcement, native affairs, fisheries, **forest**s and provincial lands in addition to such ministry resources as finance, facilities and engineering infrastructure, equipment and vehicles. Staff with a wide range of resource management experience work in area teams that are located both in district offices and in 17 area offices. The offices and staff in the division are the principal window to MNR for members of the public, for clients and for stakeholders.

ENFORCEMENT BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1447
Fax (705)755-1757

The **Enforcement** Branch of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The section is responsible for the development, coordination and delivery of an Integrated Provincial

Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The branch liaises and networks with other compliance and enforcement agencies, collects intelligence information on resource violators at a regional and provincial level, reviews and provides direction on the execution of search warrants and coordinates the planning and execution of special investigations.

ESSU NORTHEAST REGION
Hwy 101E
PO Bag 3020
South Porcupine P0N 1H0
Fax (705)235-1206 (Secure)

ESSU NORTHWEST REGION
Suite B001, 435 S James St
Thunder Bay P7E 6S8
Fax (807)475-1672 (Secure)

ESSU SOUTHCENTRAL REGION
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Fax (705)755-3290 (Secure)

ESSU AYLMER LOCATION
353 Talbot St W
Aylmer N5H 2S8
Fax (519)773-9026 (Secure)

ESSU GUELPH LOCATION
1 Stone Rd W
Guelph N1G 4Y2
Fax (519)826-4929

NATIVE AFFAIRS UNIT

Robinson Pl
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372

The **Native** Affairs Unit provides leadership to the ministry in the development and evaluation of all **land** and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

REGIONS (NORTHEAST, NORTHWEST, SOUTHCENTRAL)

The ministry's Regions (NE, NW, SC), listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead, and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing **science** and technology applications and transferring them to those who will use them; and providing **engineering**, aviation, **fire** management and emergency response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
(705)235-1157 (Northeast Region Office Only)
(705)235-1300 (Timmins GIC)
Fax (705)235-1246 (Regular)
Fax (705)235-1226 (Regional Director - Confidential)

CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

FIRE MANAGEMENT HEADQUARTERS - CHAPLEAU (EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376

COCHRANE DISTRICT
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-4365
Fax (705)272-7183

FIRE MANAGEMENT HEADQUARTERS - COCHRANE (EAST FIRE REGION)
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7136
Fax (705)272-7151
Fax (705)362-7515 (Hearst)

MOOSONEE AREA OFFICE
Ontario Government Bldg
Revillion Rd
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
Fax (705)336-2983

EAST FIRE REGION
Unit 14A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6019
Fax (705)564-6033

HEARST DISTRICT
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)372-2245 (Including Missinaibi West Area Team)

KAPUSKASING AREA OFFICE
Government Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6191
Fax (705)337-9345 (Including Kapuskasing Area Team)

KIRKLAND LAKE DISTRICT
10 Government Rd E
PO Box 910
Kirkland Lake P2N 3K4
General Inquiry (705)568-3222
Fax (705)568-3200

NORTH BAY DISTRICT
3301 Trout Lake Rd
North Bay P1A 4L7
(705)475-5550 (North Bay District)
Fax (705)475-5500 (Including Temagami, Tomiko, and Wasi Area Teams)
8:15 - 4:30

FIRE MANAGEMENT HEADQUARTERS - NORTH BAY (EAST FIRE REGION)
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5550
Fax (705)475-5559

SAULT STE MARIE DISTRICT
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450
8:00 - 4:30

BLIND RIVER AREA OFFICE
62 Queen Ave
PO Box 190
Blind River P0R 1B0
General Inquiry (705)356-2234
Fax (705)356-7441
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SAULT STE MARIE (EAST FIRE REGION)
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450

SUDBURY DISTRICT
Suite 5, 3767 Hwy 69 S
Sudbury P3G 1E7
General Inquiry (705)564-7823
Fax (705)564-7879
8:15 - 4:30

ESPANOLA AREA OFFICE
148 Fleming St
Espanola P3E 1R8
General Inquiry (705)869-1330
Fax (705)869-4620
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)
Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6000
Fax (705)564-6059

TIMMINS DISTRICT
Ontario Government Complex
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)235-1377 (Including Nighthawk and Mattagani Area Teams)
Fax (705)235-1331 (Warehouse)
Fax (705)755-1373 (Fire)

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)
Hwy 101 E
Postal Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)267-1373 (Timmins)
Fax (705)642-9715 (Kirkland Lake)

GOGAMA AREA OFFICE
2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040

WAWA DISTRICT
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)868-2842 (Hornepayne Work Centre)
Fax (705)856-7511

FIRE MANAGEMENT HEADQUARTERS - WAWA (EAST FIRE REGION)
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-4849

MANITOUWADGE AREA OFFICE
Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631

NORTHWEST REGION
Ontario Government Bldg
Suite 221a, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)475-1261
Fax (807)473-3023
8:00 - 4:30

DRYDEN DISTRICT
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824

FIRE MANAGEMENT HEADQUARTERS - DRYDEN (WEST FIRE REGION)
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7350
Fax (807)937-7349

IGNACE AREA OFFICE
Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304

FORT FRANCES DISTRICT
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-5553
Fax (807)274-4438

ATIKOKAN AREA OFFICE
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8643

KENORA DISTRICT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736

FIRE MANAGEMENT HEADQUARTERS - KENORA (WEST FIRE REGION)
Airport Rd
RR 1, PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:00 - 4:30

NIPIGON DISTRICT
5 Wadsworth
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993

GERALDTON AREA OFFICE
208 Beamish Ave
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

GERALDTON FIRE MANAGEMENT HEADQUARTERS
Operation Base
Hwy 11 Kenogamisis Lake
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-3400

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
Fax (807)727-3182 (Fire Headquarters)
Fax (807)727-2861 (District Office)

FIRE MANAGEMENT HEADQUARTERS - RED LAKE (WEST FIRE REGION)
Forestry Point
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
8:00 - 4:30

SIOUX LOOKOUT DISTRICT
49 Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-5027
Fax (807)737-3581 (District Manager)
Fax (807)737-1813
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SIOUX LOOKOUT (WEST FIRE REGION)
Hwy 72
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1145
Fax (807)737-3530

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527

FIRE MANAGEMENT HEADQUARTERS - THUNDER BAY (WEST FIRE REGION)
1580 Arthur St W
Thunder Bay P7K 1A6
General Inquiry (807)476-2200

WEST FIRE REGIONAL OFFICE
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060

SOUTHCENTRAL REGION
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-3228
(705)755-2000 (Government Information Centre)
Fax (705)755-3233
Fax (705)755-1677 (Government Information Centre)

AURORA DISTRICT
50 Bloomington Rd W
RR 2
Aurora L4G 3G8
General Inquiry (905)713-7400
Fax (905)713-7415 (District Manager)
Fax (905)713-7359
Fax (905)713-7429 (Enforcement)
Fax (905)713-7360 (3rd Flr)
Fax (905)713-7361 (4th Flr)

AYLMER DISTRICT
353 Talbot St W
Aylmer N5H 2S8
General Inquiry (519)773-9241
Fax (519)773-9014
Fax (519)773-4014 (Including Aylmer Area Team)
8:00 - 4:30

CHATHAM AREA OFFICE
870 Richmond St W
Chatham N7M 5J5
General Inquiry (519)354-7340
Fax (519)354-0313
8:00 - 4:30

BANCROFT DISTRICT
Hwy 28 S
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-0608

HALIBURTON FIRE MANAGEMENT HEADQUARTERS
Wallings Rd
PO Box 120
Haliburton K0M 1S0
General Inquiry (705)457-2107
Fax (705)457-1884 (Haliburton)

MINDEN AREA OFFICE
Hwy 35 By-Pass
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355

GUELPH DISTRICT
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4955
Fax (519)826-4929
8:00 - 4:30

CLINTON AREA OFFICE
100 Don St
PO Box 819
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031

NIAGARA AREA OFFICE
4890 Victoria Ave N
PO Box 5000
Vineland L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-1154

KEMPTVILLE DISTRICT
Provincial Government Bldg
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)938-6627 (Cornwall)
Fax (613)936-1803
Fax (613)258-3920
Fax (613)342-7544 (Brockville)
Fax (613)267-2964 (Perth)
8:00 - 4:30

KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Simcoe East & Grey/Dufferin Area Teams)
8:00 - 4:30

OWEN SOUND AREA OFFICE
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Grey/Bruce Area Team)
8:00 - 4:30

OWEN SOUND FIRE MANAGEMENT HEADQUARTERS
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)371-5294
Fax (519)371-5037
Fax (519)773-9014 (Aylmer)

PARRY SOUND DISTRICT
7 Bay St
Parry Sound P2A 1S4
(705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Park Sound Area Team)

BRACEBRIDGE AREA OFFICE
Hwy 11 N & 1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-9740

PEMBROKE DISTRICT
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-2972
Fax (613)732-5539 (Secure)

PETERBOROUGH DISTRICT
South Tower
1st Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2001
(705)755-2000 (Client Service)
Fax (705)755-3125

BELLEVILLE WORKCENTRE
c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730

LINDSAY WORKCENTRE
322 Kent St W
Lindsay K9V 4T7
Fax (705)324-7619

TWEED WORKCENTRE
Old Troy Rd
Postal Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

FORESTS DIVISION

AVIATION AND FOREST FIRE MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5949
Fax (705)945-5785 (Forest Fire Management)
Fax (705)945-5959 (Director's Office)

The **Aviation** and **Forest Fire** Management Branch of the Ministry of Natural Resources provides forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport to all government ministries and agencies; flood forecasting and warning; and coordination of **emergency** planning for flood and fire.

FOREST MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (705)945-6667

The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related management mechanisms. The branch is currently leading the development and implementation of new forestry partnership programs, particularly the establishment of Sustainable Forest **Licence**s (SFLs) on Crown Management Units and divestment of MNR tree **nurseries**. The branch leads the ministry in initiatives to involve clients and stakeholders in forest resource management decisions and leads MNR liaison with the forest industry. The Forest Management Branch also leads the ministry initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-6132
Fax (416)314-1994
8:30 - 4:30

The Natural Resources Management Division provides leadership and direction for the ministry's resource management business. The province's forest, fish, wildlife, parks, **Crown land**s and **water**s are the focus of the division's efforts. The division is also responsible for the delivery of certain natural resource management programs, including fish **hatcheries**, tree nurseries, the provincial parks system, and the management of the **Great Lakes**.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
Fax (705)755-1900

The Fish and **Wildlife** Branch is responsible for providing leadership and direction for the management of Ontario's **fisheries** and wildlife resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. In addition, it leads the development and implementation of fisheries and wildlife partnership programs. The branch also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads and directs the management of **Great Lakes** fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
RR 1
Tehkumah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340
Fax (519)794-4627

DORION FISH CULTURE STATION
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322
Fax (807)857-2253

HARWOOD FISH CULTURE STATION
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860
Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006
Fax (705)544-8616

NORMANDALE FISH CULTURE STATION
RR 1
Vittoria N0E 1W0
General Inquiry (519)426-3142
Fax (519)426-3144

NORTH BAY FISH CULTURE STATION
10521 Hwy 63
Redbridge P0H 2A0
General Inquiry (705)663-2311
Fax (705)663-1139

RINGWOOD FISH CULTURE STATION
13232 Hwy 48
Stouffville L4A 7X3
General Inquiry (905)640-6204
Fax (905)640-6206

TARENTORUS FISH CULTURE STATION
Fish Hatchery Rd
RR 5
Sault Ste Marie P6A 6J8
General Inquiry (705)949-7271
Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2115
Fax (613)335-2652

LANDS AND WATERS BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1204
Fax (705)755-1201
8:30 - 4:30

The Lands and **Water**s Branch is responsible for providing leadership and direction in the management of Ontario's land, water, natural **heritage**, **aggregate** and petroleum resources. The branch coordinates the development, implementation and improvement of legislation, policies, programs, standards and management mechanisms related to these resources. In addition, it leads the development and implementation of **Crown land**, water, natural heritage, aggregate and petroleum resources partnership programs. It also represents the ministry in initiatives to involve clients and stakeholders in managing the resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads ministry liaison with **Conservation** Authorities, administers the program to protect Crown **land** title integrity, and leads programs to protect human life and property from land and water-related hazards.

ONTARIO PARKS

5th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Toll Free 1-800-667-1940
Fax (705)755-1701
www.ontarioparks.com/
8:30 - 4:30

Ontario **Parks** plans, protects, develops and operates Ontario's system of provincial parks. Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and cultural **heritage**. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value. Many parks accept campsite reservations. Reservations are highly recommended for busy parks during July and August, especially for canoe trippers and backpackers. Operating seasons vary. Many parks operate only during the summer months. Call ahead to ensure that the park you want to visit is open. Wheelchair accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

ZONE MANAGEMENT

ALGONQUIN PARKS ZONE
East Gate Complex
Hwy 60
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Fax (613)637-2864

CENTRAL PARKS ZONE
Arrowhead Provincial Park
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
General Inquiry 1-800-667-1940
Fax (705)789-5948

NORTHEASTERN PARKS ZONE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3165
Fax (705)564-3171

NORTHWESTERN PARKS ZONE
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1321
Fax (807)475-1499

SOUTHEASTERN PARKS ZONE
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5724
Fax (613)531-5730

SOUTHWESTERN PARKS ZONE
659 Exeter Rd
London N6A 4L6
General Inquiry (519)873-4615
Fax (519)873-4645

PROVINCIAL PARKS

AARON
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-7535

ALGONQUIN
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Toll Free 1-888-668-7275 (Reservations)

ARROWHEAD
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
General Inquiry (705)789-5105
Fax (705)789-1610

AWENDA
PO Box 5004
Penetanguishene L9M 2G2
General Inquiry (705)549-2231
Fax (705)549-4792

BALSAM LAKE
RR 1
Kirkfield K0M 2B0
General Inquiry (705)454-1077
Fax (705)454-2610

BASS LAKE
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-7054
Fax (705)329-6028

BATCHAWANA BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

BLUE LAKE
PO Box 264
Vermilion Bay P0V 2V0
General Inquiry (807)223-7525
General Inquiry (807)223-3341

BON ECHO
RR 1
Cloyne K0H 1K0
General Inquiry (613)336-2228
Fax (613)336-2712

BONNECHERE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

BRONTE CREEK
1219 Burloak Dr
Burlington L7R 3X5
General Inquiry (905)827-6911
Fax (905)637-4120

CALIPER LAKE
PO Box 188
Nestor Falls P0X 1K0
General Inquiry (807)484-2181

CARSON LAKE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

CHARLESTON LAKE
148 Woodvale Rd
RR 4
Lansdowne K0E 1L0
General Inquiry (613)659-2065
Fax (613)659-2095

CHUTES
PO Box 37
Massey P0P 1P0
General Inquiry (705)865-2021
Fax (705)865-2992

CRAIGLEITH
RR 3
Collingwood L9Y 3Z2
General Inquiry (705)445-4467

DARLINGTON
1600 Darlington Park Rd
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

DAWSON TRAIL
Atikokan P0T 1C0
General Inquiry (807)929-2571

DEVIL'S GLEN
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516

DRIFTWOOD
Stonecliffe K0J 2K0
General Inquiry (613)586-2553
(705)744-2276 (Sept - Apr)
Fax (705)744-0587 (Off Season)
Fax (705)586-2717

EARL ROWE
PO Box 872
Alliston L9R 1W1
General Inquiry (705)435-2498
Fax (705)435-4333

EMILY
797 County Rd 10
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

ESKER LAKES
c/o Timmins District Office
Hwy 101E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)568-7677
(705)235-1353 (Off-Season)
Fax (705)235-1377 (Off Season)
Fax (705)568-7743

FAIRBANK
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)866-0530
(705)966-0563 (Off-Season)
Fax (705)966-0565 (c/o Windy Lake Park)

FERRIS
c/o Presqu'ile Provincial Park
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (705)653-3575 (Apr - Sep)
General Inquiry (705)653-1566 (Oct - Mar)
Fax (613)475-2209

FINLAYSON POINT
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205
Fax (705)569-2886

FITZROY
5201 Canon Smith Dr
Fitzroy Harbour K0A 1X0
General Inquiry (613)623-5159
Fax (613)623-8171

FOY
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

FRONTENAC PARK
1090 Salmon Lake Rd
PO Box 11
Sydenham K0H 2T0
General Inquiry (613)376-3489
Fax (613)376-6905

FUSHIMI LAKE
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4164
(705)372-2232 (Off-Season)
Fax (705)372-2230

GREENWATER
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-6335
(705)272-7124 (Off-Season)
Fax (705)272-2089

GRUNDY LAKE
RR 1
Britt P0G 1A0
General Inquiry (705)383-2639
Fax (705)383-2437

HALFWAY LAKE
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)965-2702 (May - Sept)
(705)523-8195 (Off-Season)
Fax (705)523-6598 (Off Season)
Fax (705)965-2971 (May-Sept)

INVERHURON
c/o MacGregor Point
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

IPPERWASH
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

IVANHOE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)899-2644
(705)864-1710 x212 (Off-Season)
Fax (705)899-2778
Fax (705)864-0681 (Off Season)

JOHN E PEARCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

KAKABEKA FALLS
PO Box 252
Kakabeka Falls P0T 1W0
General Inquiry (807)473-9231

KAP-KIG-IWAN
c/o Timmins District Office
Hwy 101E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)544-2050
(705)235-1353 (Off-Season)
Fax (705)235-1377 (Off-Season)

KETTLE LAKES
c/o Timmins District Office
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)363-3511
(705)235-1353 (Off-Season)
Fax (705)235-1377 (Off-Season)
Fax (705)363-2333

KILLARNEY
Hwy 637
Killarney P0M 2A0
General Inquiry (705)287-2900
Fax (705)287-2893

KILLBEAR
PO Box 71
Nobel P0G 1G0
General Inquiry (705)342-5492
Fax (705)342-1475

LAKE NIPIGON
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)885-3181
Fax (807)887-2993

LAKE ON THE MOUNTAIN
c/o Sandbanks Provincial Park
3004 County Rd 12
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

LAKE ST PETER
PO Box 539
Bancroft K0L 1C0
General Inquiry (613)332-3940 x262 (Oct - April)
General Inquiry (613)339-2807 (Apr - Oct)
Fax (613)332-0608x262 (Nov - Mar)

LAKE SUPERIOR
Hwy 17
PO Box 267
Wawa P0S 1K0
General Inquiry (705)856-2284
Fax (705)856-1333

LONG POINT
PO Box 99
Port Rowan N0E 1M0
General Inquiry (519)586-2133
Fax (519)586-3581

MACGREGOR POINT
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

MACLEOD
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)854-0370
Fax (807)887-2993

MADAWASKA RIVER
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

MARA
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-4451
(705)326-7054 (Off-Season)

MARK S. BURNHAM
c/o Emily Provincial Park
797 County Rd # 10
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

MARTEN RIVER
Marten River P0H 1T0
General Inquiry (705)892-2200
(705)569-3205 (Off-Season)
Fax (705)892-2147
Fax (705)569-2886 (Off-Season)

MCRAE POINT
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)325-7290
(705)326-7054 (Off-Season)

MIKISEW
PO Box 400
South River P0A 1X0
General Inquiry (705)386-7762
(705)789-5872 (Off-Season)
Fax (705)386-2382

MISSINAIBI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)234-2222
(705)864-1710x214 (Off-Season)
Fax (705)864-0681

MISSISSAGI
c/o Chutes Park
PO Box 37
Massey P0P 1P0
General Inquiry (705)848-2806
(705)865-2021 (Off Season)
Fax (705)865-2992 (Off-Season)

MURPHYS POINT PARK
RR 5
Perth K7H 3C7
General Inquiry (613)267-5060
Fax (613)267-1741

NAGAGAMISIS
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (807)868-2254
(705)372-2232 (Off-Season)
Fax (795)372-2230

NEYS
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)229-1624
Fax (807)887-2993

NORTH BEACH
County Rd 27
RR 3
Consecon K0K 1T0
General Inquiry (613)399-2030
Fax (613)393-3404

OASTLER LAKE
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

OBATANGA
PO Box 340
White River P0M 3G0
General Inquiry (807)882-2592
(807)683-2432 (Off-Season)
Fax (807)882-2592
Fax (807)683-2432 (Off Season)

OJIBWAY
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-7535

OJIBWAY PRAIRIE NATURE RESERVE
Klondike Rd
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

OUIMET CANYON
Suite 221d, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)977-2526

PAKWASH
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
General Inquiry (807)222-3346 (Summer)

PANCAKE BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

PETER'S WOODS PROVINCIAL NATURE RESERVE
c/o Darlington Provincial Park
1600 Darlington Park Rd
RR # 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

PETROGLYPHS
Woodview K0L 3E0
General Inquiry (705)877-2552 (May - Oct)
General Inquiry (613)332-3940x262
(Nov - Apr)
Fax (613)332-0608

PIGEON RIVER
Suite 221d, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)964-2097

PINERY
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

POINT FARMS
RR 5
Goderich N7A 3X9
General Inquiry (519)524-7124

PORT BRUCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

PORT BURWELL
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691
Fax (519)874-4104

POTHOLES PROVINCIAL PARK
c/o Chapleau District Office
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710

PRESQU'ILE
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (613)475-4324
TTY (613)475-2204
Fax (613)475-2209

QUETICO
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
(807)597-2735 (Reservations)
Fax (807)597-6185

RAINBOW FALLS
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)824-2298
Fax (807)887-2993

RENE BRUNELLE
c/o Kapuskasing Area Office
Hwy 11
Kapuskasing P5N 2X8
General Inquiry (705)367-2692
(705)367-2866 (Ski Hill)
(705)372-2232 (Off-Season)
Fax (705)367-2442 (Ski Hill)
Fax (705)372-2230 (Off-Season)
Fax (705)367-2725

RESTOULE
Restoule P0H 2R0
General Inquiry (705)729-2010
(705)789-5872 (Off-Season)
Fax (705)729-5428

RIDEAU RIVER
2680 Donnelly Dr
RR 4
Kemptville K0G 1J0
General Inquiry (613)258-2740
Fax (613)258-4432

ROCK POINT
PO Box 158
Dunnville N1A 2X5
General Inquiry (905)774-6642
Fax (905)774-3267

RONDEAU
RR 1
Morpeth N0P 1X0
General Inquiry (519)674-1750
Fax (519)674-1755

RUSHING RIVER
810 Robertson St
PO Box 5160
Kenora P9N 3X9
General Inquiry (807)548-4351

SAMUEL DE CHAMPLAIN
PO Box 147
Mattawa P0H 1V0
General Inquiry (705)744-2276
Fax (705)744-0587

SANDBANKS
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

SANDBAR LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-7535

SAUBLE FALLS
RR 3
Wiarton N0H 2T0
General Inquiry (519)422-1952

SELKIRK
RR 1
Selkirk N0A 1P0
General Inquiry (519)776-2600

SHARBOT LAKE
Hwy 7
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2814
Fax (613)335-2048

SIBBALD POINT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-8061
Fax (905)722-5416

SILENT LAKE
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940x262 (Nov - Mar)
General Inquiry (613)339-2807 (Apr - Oct)
Fax (613)332-0608

SILVER LAKE
Hwy 7
RR 2
Maberly K0H 2B0
General Inquiry (613)268-2000
Fax (613)268-2947

SIOUX NARROWS
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)226-5223

SIX MILE LAKE
PO Box 340
Coldwater L0K 1E0
General Inquiry (705)756-2746
(705)549-2231 (Off-Season)
Fax (705)756-4692

SLEEPING GIANT
Suite 221D, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)977-2526
Fax (807)977-2583

SPRINGWATER
Midhurst L0L 1X0
General Inquiry (705)728-7393
Fax (705)728-5444

STURGEON BAY
PO Box 271
Point Au Baril P0G 1K0
General Inquiry (705)366-2521
(705)383-2369 (Off-Season)
Fax (705)383-2437

THE MASSASAUGA
c/o Oastler Lake Provincial Park
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

THE SHOALS
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1160
Fax (705)864-0681

TIDEWATER
c/o Cochrane District Office
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)336-2987
(705)272-7124 (Off-Season)
Fax (705)272-2089 (Off-Season)

TRILLIUM WOODS NATURE RESERVE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

TURKEY POINT
PO Box 5
Turkey Point N0E 1T0
General Inquiry (519)426-3239
Fax (519)426-5268

VOYAGEUR
PO Box 130
Chute A Blondeau K0B 1B0
General Inquiry (613)674-2825
Fax (613)674-2829

WABAKIMI
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1634
Fax (807)475-1499

WAKAMI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)233-2853
(705)864-1710x212 (Off-Season)
Fax (705)864-0681

WASAGA BEACH
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516
Fax (705)429-7983

WHEATLEY
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

WHITE LAKE
PO Box 340
White River P0M 3G0
General Inquiry (807)822-2447
(807)683-2432 (Off-Season)
Fax (807)683-2432 (Off-Season)
Fax (807)822-2621

WINDY LAKE
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-2315
(705)966-0563 (Off-Season)
Fax (705)966-0565

WINISK RIVER
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

WOODLAND CARIBOU
Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (705)755-1531
8:30 - 4:30

The Science and Information Resources Division provides leadership in the development and application of scientific knowledge, information management and information technology to enhance the ministry's ability to contribute to sustainable development of Ontario's natural resources. The division's mandate encompasses internal functions for the scientific community, natural resource program delivery, financial, administrative and human resources systems and processes. The division also has the provincial lead role in land related information for other governments and municipalities.

APPLIED RESEARCH AND DEVELOPMENT BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-3849

The Applied Research and Development Branch (AR&D) develops relevant, timely and high quality new knowledge products and services for clients, both within the MNR, and for its key partners. The products of research and development in MNR are delivered as part of core ministry programs as: Support to resource management planning; New tools and techniques for implementing resource management; New knowledge in support of policy and program development; Support for issue management; and Support for inventory, monitoring, assessment and reporting activities.

AQUATIC RESEARCH AND
DEVELOPMENT SECTION
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1561
Fax (705)755-1559

CENTRE FOR NORTHERN FOREST
ECOSYSTEM RESEARCH (CNFER)
955 Oliver Rd
Thunder Bay P7B 5E1
General Inquiry (807)343-4016
Fax (807)343-4001

FOREST RESEARCH AND
DEVELOPMENT SECTION
1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030

RABIES RESEARCH UNIT
Trent University, Science Complex
3rd Flr, PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2272
Fax (705)755-2288

WILDLIFE RESEARCH AND
DEVELOPMENT SECTION
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1560
Fax (705)755-1559

GEOSMART

Whitney Block
5th Flr Rm 5440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1324
Fax (416)314-1198
www.est.gov.on.ca/english/connect/geosmarte

GeoSmart is an innovative, 5-year Ontario government program, led by the Ministry of Natural Resources. GeoSmart is aimed to help Ontario communities develop innovative geographic or geospatial information systems, so they can plan and deliver their services more efficiently. The program's $32M funding for grants comes from Ontario's SuperBuild initiative. GeoSmart is a complimentory program of connect Ontario.

INFORMATION RESOURCE MANAGEMENT BRANCH

2nd Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
Fax (705)755-1640
8:30 - 4:30

Information Resource Management Branch is responsible for making available geographic information about Ontario's **land** mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, **cartography**, establishment and maintenance of the Provincial Digital Topographic Database, geographic information, geographic nomenclature, satellite and airborne **remote sensing**, and natural resource inventories. **Maps** are distributed by the ministry's Natural Resource Information Centres. District offices, listed under this ministry's Regions can also provide information.

GEOGRAPHIC INFORMATION ONTARIO

2nd Flr N, 300 Water St
Box 7000
Peterborough K9J 8M5
(705)755-2132 (Provincial Georeferencing Unit)
Fax (705)755-2149
Fax (705)755-1640
8:30 - 4:30

Geographic Information Ontario administers the **Surveys** Act, Surveyors Act & Ont **Geographic Names** Board Act & regulations; manages surveying services; coordinates policy, priorities & development of programs in **geodetic services**, geographic names & **Crown land** surveying activities. Provincial Georeferencing coordinates the activities of the geodetic services & geographic names programs. Geodetic services program develops & publishes **standards**, guidelines & specifications for the performance of horizontal, vertical & three-dimensional surveys by surveyors; collects horizontal & vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multipurpose control survey adjustment & analysis programs (**MANOR**, MANOR V); maintains the precise calibration base line database; installs the precise geodetic Global Positioning System (GPS) markers & base stations; administers the Ont Base Mapping Program; and the **Land** Information Ont initiative.

INFORMATION ACCESS SERVICES SECTION

1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry 1-800-667-1940
Fax (705)755-1677
8:30 - 4:30

The Information Access Services Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property. The other two key responsibilities of the section are the Natural Resource Information Centre (Peterborough and Queen's Park) and the **Library**.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2000 (Information on Fishery, Wildlife, Forestry, Lands, Maps, Air Photos)
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, forestry, **mineral** resources, lands and **water**s, and provincial **parks**. The centre sells topographical Ontario basic mapping, aerial photos and forest resources inventory maps. **Travel** counselling is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities. The NRIC also houses the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO

Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
(416)314-2000 (Information on Fishery, Wildlife, Forestry, Lands, Maps, Air Photos)
French Phone (416)314-1665
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677 (Peterborough)

This Information Centre provides information on the Ministry of Natural Resources and Ontario's natural resources.

INFORMATION INFRASTRUCTURE SYSTEMS

2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5548
Fax (705)755-1640
8:30 - 4:30

The Information Infrastructure Systems section develops and supports corporate geospatial data maintenance, warehouse and distribution systems for use in the Land and Resources Cluster and other government agencies related to the Ontario Land Information Infrastructure. The section also coordinates the cluster implementation of Ontario Government corporate systems such as IFIS.

LAND AND RESOURCE DATA ADMINISTRATION SECTION

2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Fax (705)755-2149
8:30 - 4:30

The Land and Resource Data Administration Section coordinates the implementation and practice of data/information management for natural resource and environment geospatial data within the land and resource cluster ministries (LRC) amd with their stakeholders in the natural resource and environment sector. To support these coordination activities the section ensures that data/information management methodologies and standards are developed and maintained. The section consists of a number of staff with expertise in data analysis, modelling and architecture who provide expert advice throughout the LRC Information and Information Technology organization.

STRATEGIC PLANNING AND ARCHITECTURE

2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Fax (705)755-1640

The Strategic Planning and Architecture provides Strategic I&IT Planning and Head Information and Information Technology Architecture functions for the Land and Resources Cluster and the Ministry of Natural Resources. Architecture provides the overall design of the business and supporting I&IT systems. Services include: Leadership in I&IT Planning, and I&IT Architecture Standards Setting, Reusable components, Business and I&IT Design, Awareness and Training, Specialized Design Skills, Methods and Tools, Quality Assurance, Design and Component Stewardship and Project Management.

MNR IT (LRC COMPUTER OPERATIONS) BRANCH

4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496

The MNR IT (LRC Computer Operations) Branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost-effective manner.

SCIENCE AND INFORMATION BRANCH

Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5826
Fax (705)945-6638

The Science and Information Branch leads coordination and implementation of SIRD's programs with business areas and field-based resource management clients to ensure that their information management, information technology, science transfer and applied research needs are identified, planned, and priorized, using performance management approaches to business planning and work planning. The branch conducts business analysis, information planning, science coordination, resource assessment and technology transfer that leads to the development of common business solutions and resource management interpretations for the Miniatry of Natural Resources.

AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land** Surveyors was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353

The Algonquin **Forest**ry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

Established in 1892, the Council of the Association of Ontario **Land** Surveyors is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Suite 400, 70 Forest Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643

The Crown **Timber** Board has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licence**s.

FISH AND WILDLIFE ADVISORY BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
8:30 - 4:30

The Fish and Wildlife Advisory Board is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the fisheries and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO FORESTRY COUNCIL

446 Heath St E
Toronto M4G 1B5
General Inquiry (416)696-1626

The Ontario **Forestr**y Council recommends to the Minister of Natural Resources appropriate objectives, priorities and **funding** for forestry **research** in Ontario. Its ten members are chosen from universities, and the private and public sectors.

ONTARIO GEOGRAPHIC NAMES BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134
8:30 - 4:30

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

PO Box 964
Sioux Lookout P8T 1B3
General Inquiry (807)737-2615
Fax (807)737-4173

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce flood damages along the river, its tributaries and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

Trent University, Science Complex
PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2270

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

PO Box 105
Wunnumin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on land use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WHITEDOG AREA RESOURCES COMMITTEE

808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2533

The Whitedog Area Resources Committee, created in 1993, works with the Wabaseemoong Independent Nations (Whitedog) to design and implement a program of planned, managed and

sustainable development within the Wabaseemoong Traditional Land Use Area (TLUA). The program is to be designed to ensure that Wabaseemoong shares in the benefits of such development. The TLUA is a 6,629-square-kilometre area northwest of Kenora.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on land use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act

Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0060 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
www.mndm.gov.on.ca

The Ministry's mandate is to support northerners in their ongoing dialogue with the Government of Ontario and to work to develop a healthy business climate that encourages mineral investment and exploration. The ministry's business plan identifies core businesses which will help build a strong and vibrant North and maintain core services for Ontario's mines and minerals industry.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0634
www.ndm.gov.on.ca
8:30 - 5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications policy on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning, media relations, special events coordination, briefing notes and contentious issues management, servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's Internet and Intranet sites.

VIDEOCONFERENCE

Suite 606, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7111
Fax (416)327-0634 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00

Videoconferencing employs a system of cameras, microphones, speakers, electronics, TV monitors and telecommunication facilities that permits two or more individuals or groups, separated by distance, to carry on audio and video conversation.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0630
Fax (416)327-0634
8:30 - 5:00

The Corporate Policy Secretariat is responsible for coordinating the ministry's policy agenda and developing policy reporting to the Deputy Minister. The unit gathers ongoing information/ intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries. The Corporate Policy Secretariat is also responsible for the Ministry's Freedom of Information and Protection of Privacy coordination and administration.

INFORMATION AND INFORMATION TECHNOLOGY BRANCH

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
(705)564-7070 (Help Desk)
Toll Free 1-800-461-3449 (Help Desk)
Fax (705)564-7919
8:30 - 5:00

The Information and Information Technology Branch located at 159 Cedar Street consists of two groups: The Information Technology Group ensures that the full power of information technology is applied quickly and cost effectively to meet the ministry's business needs. The Information Technology Group provides coordination, implementation and project management and standards for the technical infrastructure, network and desktop support. The Business Solutions Services Group provides application support and development for the Northern Development and Corporate Systems to enable the ministry to meet core business needs.

LEGAL SERVICES

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646

The Legal Services office provides legal services to ministry officials and staff in relation to ministry programs and services. This includes providing legal opinions; statutory interpretation; preparation of contracts, regulations, legislation and other legal documents; appearing before tribunals and acting as instructing solicitor in litigation matters on behalf of the ministry.

BUSINESS PLANNING SECRETARIAT

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00

The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

CONTROLLERSHIP OFFICE

Suite 701-B, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7952
Fax (705)564-7954
8:30 - 5:00

The Controllership Office designs and operates effective ministry management systems; maintains systems of delegated authority; provides training to ministry managers and administrators on administrative policies, procedures and support systems; establishes and monitors service and resolves service issues/disputes. It supports ministry executive where advice and counsel must recognize the goals of ministry programs and the realities of emerging corporate policy and fiscal priorities. It advises and assists ministry management in resolving complex financial and administrative management issues.

FINANCIAL PLANNING

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7441
8:30 - 5:00

The Financial Planning Unit supports ministry management towards sound and informed decision-making on business planning, resource allocations, in-year fiscal management, transfer payment accountability, performance measures and quality service. Staff provide corporate analysis, business consulting and budget management services to core businesses. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES MANAGEMENT

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7941
Fax (705)564-7942
8:30 - 5:00

Human Resources Management provides a full range of strategic advice, guidance and policy direction on issues of position administration, employee relations, recruitment/selection, compensation and benefits, succession planning, learning and development, performance and career management, and occupational health and safety.

INTERNAL AUDIT SERVICES

Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7948
8:30 - 5:00

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
8:30 - 5:00

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g. Administrative and Operational Services, Mining Lands Section, Mines Group Section, Business Solutions Services, Information and Marketing Services Section, Ontario Geological Survey Precambrian Geoscience Section, Ontario Geological Survey Resident Geologists' Section, Ontario Geological Survey Sedimentary Geoscience Section, and Geoscience Laboratories. Refer to individual entries for descriptions.

BUSINESS SOLUTIONS SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

The Business Solutions assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

Services offered to the Public:
Digital Data and Maps
Earth Resources Land Information System

GEOSCIENCE LABORATORIES SECTION

Willet Green Miller Ctr
Level A4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Fax (705)670-3047
8:30 - 5:00

The Geo**science Laboratories** provide high quality geoanalytical data in support of the program of the Mines and **Mineral**s Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group; advises **prospector**s and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geo**chemical** communities.

Services offered to the Public:
Geoscience Laboratories

INFORMATION AND MARKETING SERVICES SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:30 - 5:00

The Information and Marketing Services main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector, and digital database warehouse.

Services offered to the Public:
GEOEnterprises Ontario
Geoscience Library
Publication Sales

DATABASE MANAGEMENT

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5754
8:30 - 5:30

The Database Management Section provides digital data distribution for the Mines and Minerals Divsion by developing and maintaining digital information standards, procedures; operating digital data distribution channels; working with the identified data stewards to assure accuracy, completeness of the public digital dababases of the division; and by managing a digital data warehouse.

MINES LIBRARY

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:30 - 5:00

The Mines **Library** contains **publications** on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological Survey (from 1891), the Geological Survey of Canada (from 1845), other provincial geological **surveys**, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, **engineering** geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845 (Ontario Geological Survey)
Fax (705)670-5770
8:30 - 5:00

The Publication Sales Outlet is responsible for the sale of all Mines and **Minerals** Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5690
8:30 - 5:00

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's **research** in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

MINES GROUP

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:15 - 4:30

The Mines Group role is to encourage, promote and facilitate the sustained **economic development** of Ontario's **mineral** resources in an **environment**ally responsible manner; to administer Part VII of the **Mining** Act; to facilitate mineral development through the provision of a one-window approach to **permit**ting and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to manage Ontario **Prospector**s Assistance Program in a fair and consistent manner; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public health and **safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario.

Services offered to the Public:
Abandoned Mines Information
Commodities
Mine Closure Plans pursuant to Part VIII of the Mining Act
Mineral Development Program

NORTHEAST - MINERAL DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1625
Fax (705)235-1620
8:15 - 4:30

NORTHWEST - MINERAL DEVELOPMENT OFFICE
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2916
Fax (807)468-2930
Fax (807)475-1112 (Thunder Bay)
8:15 - 4:30

MINING LANDS SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Fax (705)670-5863
8:30 - 5:00

The Role of the **Mining** Lands Section is to provide orderly and equitable processes that ensure public access to Crown **mineral** rights for the exploration and potential development of mining lands; to consolidate and enhance the administration, registration and acquisition processes of mining lands in Ontario; to provide province-wide public, computerized access to mining lands information; to ensure that the administrative processes for the approval of client submitted assessment work provides the mineral exploration industry with a high quality geoscientific database for reference; to maximize the mining **land** tax and lease rental revenues; to continue the enhancement of the Mining Act and its regulations in consultation with local **prospectors**' associations and the Minister's Mining Act Advisory Committee.

GEOSCIENCE ASSESSMENT OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9845 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:30 - 5:00

The Geoscience **Assessment** Office receives assessment work submissions for all types of assessment work filed to keep **mining claims** in good standing in Ontario. It determines if assessment work is eligible for recording, and ensures that good quality data from this assessment work goes into the provincial geoscience database. It **records** notice of intention to perform assessment work. The office processes distributions of assessment work from the reserve and claim bank. It determines eligibility of exploration expenditures. It notifies clients regarding deficiencies and reductions in assessment work, outlining the corrective action required, and time limits for response. It determines and maintains the industry **standards** for the **evaluation** of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:
Administration of the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
Toll Free 1-888-415-9845
8:30 - 5:00

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and **Licence** rentals. It maintains databases essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:
Consent to Transfer Leases and Licences
General Mining Land Information
Municipal Tax Sales
Tax and Rent Information

PROVINCIAL RECORDING OFFICE

Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 5:00

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province-wide public computerized access to mining lands information through CCS.

Services offered to the Public:
Application of legal principles to determine if documents are acceptable for filing
CCS Services (Reports)
Claim Maps
Claim Tags
Client Number
Commissioner of Oaths in the Province of Ontario under the Mining Act.
Consultation services on Mining Act and Regulation
Disputes/Hearings
Exclude time on unpatented claims for performance of work
Extensions of Time
Fax Service
Hearings regarding recommendations to revoke/suspend prospectors licences
Issue of Permanent Licence
Issue of orders to move posts etc. to ensure integrity of land
Line Post Tags
Maintenance and Access to Documents Filed Under the Mining Act
Preparation of Lease Requisitions
Prospectors Licence

Recording of Claims
Relief from Forfeiture
Renewal Prospectors Licence
Substitution/Duplication of Licence
Transfers of Recorded Mining Claims

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A8
General Inquiry (705)568-4521
Fax (705)568-4515
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3284
Fax (807)727-3553
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6925
Fax (705)945-6935
8:30 - 5:00

SUDBURY
Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 4:45

THUNDER BAY
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1311
Fax (807)475-1124
8:30 - 5:00

TIMMINS
Ontario Government Complex E Wing
Hwy 101 E
P.O. BAG 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - PRECAMBRIAN GEOSCIENCE

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:30 - 5:00

The Precambrian Geoscience Section of the Ontario Geological Survey is responsible for the geological and geophysical mapping of the bedrock and **mineral** deposits of the Precambrian Shield. Geological and geophysical field **surveys** and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Historic airborne magnetic and electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:
Cooperative Bedrock Geological Program
Geophysics Program
Mineral Deposit Program
Precambrian Geology Program

ONTARIO GEOLOGICAL SURVEY - RESIDENT GEOLOGIST PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to geoscience databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues affecting the minerals sector; providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to maximize the **land** base available for mineral exploration and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:
Access to Assessment Files
Access to and Use of Drill Core Library System
Access to and Use of Earth Resources & Land Information System (ERLIS)
Access to and Use of Resident Geologist Office Library
Access to and Use of the Mineral Deposits Inventory Database
In-office and in-field Geological Consultation and Advisory Services
Mineral Resource Assessments
Resident Geologist Program Yearly Report of Activity

MINES AND MINERALS INFORMATION CENTRE

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:15 - 4:30

The Mines and **Mineral**s Information Centre is open to the public. The Centre offers a reference **library**, access to the ERLIS database (Earth Resources **Land** Information System) and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

SOUTHWESTERN ONTARIO - TORONTO
Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:30 - 5:00

NORTHEAST REGIONAL OFFICE

Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4520
Fax (705)568-4515
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6935
8:30 - 5:00

SOUTH PORCUPINE/TIMMINS
Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

SUDBURY
Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:30 - 5:00

NORTHWEST REGIONAL OFFICE

Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2813
Fax (807)468-2930
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:30 - 5:00

THUNDER BAY NORTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

THUNDER BAY SOUTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - SEDIMENTARY GEOSCIENCE SECTION

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
8:30 - 5:00

The Ontario Geological Survey, Sedimentary Geoscience Section provides mapping and geo**chemical** investigation of Ontario's Quaternary and Paleozoic-age materials and sediments within areas of high **mineral** potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Quaternary Mapping Program, Paleozoic Mapping Program and the **Aggregate** Inventory Program.

Services offered to the Public:
Aggregate Mapping Program
Paleozoic Mapping Program
Quaternary Mapping Program
Surficial Geochemical Program

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Toll Free 1-800-461-2287
Fax (705)945-5931
8:30 - 5:00

The Northern Development Division is comprised of the Regional **Economic Development** Branch, Trade and Investment Marketing Branch, Programs and Transportation Branch, Northern Services Implementation Team, Services and the Northern Ontario Heritage Fund Corporation. The division is responsible for promoting economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to **community/** regional economic development, transportation and community infrastructure.

DELIVERY OF GOVERNMENT SERVICES

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Toll Free 1-877-817-6636
Fax (705)945-5931
Fax (807)475-1589 (Thunder Bay)
8:30 - 5:00

The Delivery of Government Services unit (Government Information Centres) is staffed by Client Services Advisers located in 33 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office.

ATIKOKAN
108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00

BLIND RIVER
Ontario Government Bldg
62 Queen Ave
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226 x266
Toll Free 1-877-817-6636
Fax (705)356-7441
8:30 - 5:00

CHAPLEAU
190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00

COCHRANE
2 Third Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Toll Free 1-877-817-6636
Fax (705)272-3489
8:30 - 5:00

DRYDEN
2nd Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Toll Free 1-877-817-6636
Fax (807)223-8502
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Toll Free 1-877-817-6636
Fax (705)848-2408
8:30 - 5:00

ESPANOLA
148 Fleming St
Espanola P5E 1E1
General Inquiry (705)869-1532
Toll Free 1-877-817-6636
Fax (705)869-5602
8:30 - 5:00

FORT FRANCES
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5329
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00

GERALDTON
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0266
Toll Free 1-877-817-6636
Fax (807)854-0335
8:30 - 5:00

GORE BAY
35 Meredith St
PO Bag 9
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-877-817-6636
Fax (705)282-2792
8:30 - 5:00

HEARST
613 Front St
PO Box 1688
Hearst P0L 1N0
General Inquiry (705)362-4358
Toll Free 1-877-817-6636
Fax (705)362-7011
8:30 - 5:00

HUNTSVILLE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4616
General Inquiry (705)789-4806
Toll Free 1-877-817-6636
Fax (705)789-9533

IGNACE
Hwy 599 & Hwy 17
PO Box 196
Ignace P0T 1T0
General Inquiry (807)934-2260
Toll Free 1-877-817-6636
Fax (807)934-2304
8:30 - 5:00

IROQUOIS FALLS
260 Main St
PO Box 460
Iroquois Falls P0K 1G0
General Inquiry (705)232-4001
Toll Free 1-877-817-6636
Fax (705)232-6553
8:30 - 5:00

KAPUSKASING
Ontario Government Bldg
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6008
Toll Free 1-877-817-6636
Fax (705)335-8765
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2803
Toll Free 1-877-817-6636
Fax (807)468-2941
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4550
Toll Free 1-877-817-6636
Fax (705)568-4515
8:30 - 5:00

MANITOUWADGE
Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-3227x249 (Closed Mon & Fri)
Toll Free 1-877-817-6636
Fax (807)826-4592
10:00 - 3:00

MARATHON
Suite 105, 52 Peninsula Rd
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Toll Free 1-877-817-6636
Fax (807)229-1592
8:30 - 5:00

MOOSONEE
Ontario Government Bldg
Revillion Rd N
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Toll Free 1-877-817-6636
Fax (705)336-2983
8:30 - 5:00

NEW LISKEARD
280 Armstrong St
PO Box 6002
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Toll Free 1-877-817-6636
Fax (705)647-7993
8:30 - 5:00

NIPIGON
5 Wadsworth Dr
PO Box 8
Nipigon P0T 2J0
General Inquiry (807)887-3230
Toll Free 1-877-817-6636
Fax (807)887-2993
8:30 - 5:00

NORTH BAY
Suite 111, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Toll Free 1-877-817-6636
Fax (705)497-5544
8:30 - 5:00

PARRY SOUND
Ontario Government Bldg Complex
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4216
Toll Free 1-877-817-6636
Fax (705)746-8828
8:30 - 5:00

RAINY RIVER
408 Atwood Ave
PO Box 430
Rainy River P0W 1L0
General Inquiry (807)852-3287
Toll Free 1-877-817-6636
Fax (807)852-3938
8:45 - 4:45

RED LAKE
227 Howey St
PO Box 950
Red Lake P0V 2M0
General Inquiry (807)727-2870
Toll Free 1-877-817-6636
Fax (807)727-2861
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 110, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5877
General Inquiry (945)945-5825
Toll Free 1-877-817-6636
Fax (705)945-5958
8:30 - 5:00

SIOUX LOOKOUT
62 Queen St
PO Box 147
Sioux Lookout P8T 1A2
General Inquiry (807)737-1318
Toll Free 1-877-817-6636
Fax (807)737-3419
8:30 - 5:00

SOUTH PORCUPINE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1667 (Timmins)
Toll Free 1-877-817-6636
Fax (705)235-1668
8:30 - 5:00

STURGEON FALLS
94A King St
PO Box 1930
Sturgeon Falls P0H 2G0
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45

SUDBURY
Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0061
General Inquiry (705)564-0060
Toll Free 1-877-817-6636
Fax (705)564-0063
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Main Flr Suite 114, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
General Inquiry (807)473-3126
Toll Free 1-877-817-6636
Fax (807)475-1763
8:30 - 5:00

WAWA
Hwy 101
PO Box 1370
Wawa P0S 1K0
General Inquiry (705)856-2354
Toll Free 1-877-817-6636
Fax (705)856-7511
8:30 - 5:00

NORTHERN ONTARIO HERITAGE FUND CORPORATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6700
Toll Free 1-800-461-8329
Fax (705)945-6701
Fax (807)468-2930 (Kenora)
8:30 - 5:00

The **Northern Ontario** Heritage Fund Corporation (**NOHFC**) has a mandate to improve Northern Ontario's **telecommunications** and community infrastructure, develop and market **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, and incentive term loans. Contact the corporation's head office, or any Ministry of Northern Development and Mines office in the appropriate area.

Services offered to the Public:
Infrastructure and Telecommunications Program
Strategic Partnership and Community Foundations Program
Tourism Program

NORTHERN SERVICES IMPLEMENTATION PROJECT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7613
Fax (705)564-7597
Fax (705)356-7441 (Blind River)
Fax (705)282-2792 (Gore Bay)
www.mndm.gov.on.ca/MNDM/nordev/NSIP/index_e.htm
8:30 - 5:00

The Northern Services Implementation Project (NSIP) is responsible for coordinating inter-ministry activities in the North for the implementation of Local Services Realignment (LSR). The NSIP team works with LSR ministries, **municipal**ities and unincorporated areas by providing consulting expertise, technical support and training to ensure a smooth transition to a new provincial-municipal relationship in the delivery and funding of local services. To assist Northern stakeholders in achieving cost savings and efficiencies through the consolidation and streamlining of service delivery, the NSIP team promotes the integration and coordination of these efforts to optimize the benefit of LSR. Under the Northern Services Boards Act (NSBA), northern communities can propose the establishment of Area Services Boards or Local Services Boards to consolidate service delivery on an area-wide basis. The NSIP team assists communities interested in the opportunities provided by the NSBA.

PROGRAMS AND TRANSPORTATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5929
Fax (705)945-5931
Fax (705)564-7597 (Sudbury)
8:30 - 5:00

Programs and Transportation recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:
Access Roads
Local Roads Boards
Logistics Consulting
Northern Highways Program
Winter Roads

REGIONAL ECONOMIC DEVELOPMENT BRANCH

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7579
Fax (705)564-7583
Fax (705)564-7582 (Director's Office)
8:30 - 5:00

The Regional Economic Development Branch is comprised of six integrated area teams and one Coordination and Analysis Unit. The Area Teams are the focal point for service delivery in the key economic sectors of the north. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to more effectively support economic development initiatives in the North by providing a wide range of products and services. This branch is also responsible for the administration of six Business Self-Help offices and two Enterprise Centres located throughout the North.

Services offered to the Public:
Business Consulting
Business Retention And Expansion
Business Self-Help Offices/Entreprise Centre
Community Development
Investment Readiness Test
Leadership Development
Local Services Boards
Northern Ontario Heritage Fund
Ontario Small Town and Rural Development Initiative

Organization Development
Sports, Culture and Tourism Partnerships
Summer Jobs Service
Tourism Consulting
Veterinary Assistance Program
Violence Against Women Prevention Initiative

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to **economic development** services.

KENORA AND AREA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2937
Fax (807)468-2930
Fax (807)468-2930 (NDO Kenora)
Fax (807)727-2861 (Red Lake)
Fax (807)737-3419 (Sioux Lookout)
Fax (807)852-3938 (Rainy River)
Fax (807)223-8502 (Dryden)
Fax (807)274-4438 (Fort Frances)
Fax (807)934-2304 (Ignace)
8:30 - 5:00

NORTH BAY AND AREA
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4045
Fax (705)494-4069
Fax (705)788-9775 (Hunstville)
Fax (705)647-7993 (New Liskeard)
8:30 - 5:00

SAULT STE MARIE AND AREA
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5914
Fax (705)945-5931
Fax (705)356-7441 (Blind River)
Fax (705)864-0681 (Chapleau)
Fax (705)856-7511 (Wawa)
Fax (705)848-2408 (Elliot Lake)
8:30 - 5:00

SUDBURY AND AREA
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7517
Fax (705)564-7583
Fax (705)282-2792 (Gore Bay)
Fax (705)869-5602 (Espanola)
Fax (705)746-8828 (Parry Sound)
8:30 - 5:00

THUNDER BAY AND AREA
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1648
Fax (807)475-1589
Fax (807)597-6185 (Atikokan)
Fax (807)229-1592 (Marathon)
Fax (807)887-2993 (Nipigon)
Fax (807)854-0335 (Geraldton)
Fax (807)826-4592 (Manitouwadge)
8:30 - 5:00

TIMMINS AND AREA
Ontario Government Complex E Wing
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1664
Fax (705)235-1660
Fax (705)568-4515 (Kirkland Lake)
Fax (705)272-3489 (Cochrane)
Fax (705)232-6553 (Iroquois Falls)
Fax (705)335-8765 (Kapuskasing)
Fax (705)336-2983 (Moosonee)
Fax (705)362-7011 (Hearst)
8:30 - 5:00

BUSINESS SELF-HELP OFFICES

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, North Bay, Haileybury, Timmins, Kenora and Huntsville in order to encourage and simplify business start-up. The Entreprise Centres are located in Sudbury and Sault Ste Marie and provide expanded services to assist new and existing businesses. The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

ALGOMA ENTREPRISE CENTRE
3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5461
Toll Free 1-800-565-4507
Fax (705)759-2185
8:30 - 4:30

HUNTSVILLE BUSINESS SELF-HELP OFFICE
37 Main St E
Huntsville P1H 1A1
General Inquiry (705)789-1751x2256
Toll Free 1-888-896-4255
Fax (705)789-6689
8:30 - 4:30

NORTH BAY BUSINESS SELF-HELP OFFICE
4th Flr, 200 McIntyre St E
PO Box 360
North Bay P1B 8H8
General Inquiry (705)474-0400
Toll Free 1-800-465-6892
Fax (705)474-4493
8:30 - 4:30

NORTHWESTERN ONTARIO BUSINESS SELF-HELP OFFICE
227 1/2 Second St S
Kenora P9N 1G1
General Inquiry (807)467-4643
Fax (807)467-4645
8:00 - 4:00

SUDBURY REGIONAL BUSINESS CENTRE
Tom Davies Sq
200 Brady St
Sudbury P3E 5K3
General Inquiry (705)688-7582
Toll Free 1-800-668-7582
Fax (705)671-6767
8:30 - 4:30

THUNDER BAY AND AREA BUSINESS SELF-HELP OFFICE
Suite 102, 200 Syndicate Ave S
Thunder Bay P7E 1C9
General Inquiry (807)625-3972
Toll Free 1-800-668-9360
Fax (807)623-3962
8:30 - 4:30

TIMISKAMING DISTRICT BUSINESS SELF-HELP OFFICE
467 Ferguson Ave
PO Box 339
Haileybury P0J 1K0
General Inquiry (705)672-5155
Toll Free 1-800-361-2281
Fax (705)672-5959
8:30 - 4:30

TIMMINS AND AREA BUSINESS SELF-HELP OFFICE
54 Spruce St S
Timmins P4N 2M5
General Inquiry (705)360-8482
Toll Free 1-800-461-2936
Fax (705)360-1394
8:30 - 4:30

COORDINATION AND ANALYSIS UNIT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7525
Fax (705)564-7583
8:30 - 5:00

The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives.

TRADE AND INVESTMENT MARKETING

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Fax (705)945-5931
Fax (807)475-1589 (Thunder Bay)
Fax (705)670-5807 (Sudbury)
8:30 - 5:00

Trade and **Investment** Marketing coordinates activities within: the Ministry of Northern Development and Mines; the Ministry of Economic Development, Trade and Tourism, and other economic development ministries; the federal government; northern communities and industry to increase exports of goods and services. It also provides leadership in promoting Northern Ontario as a good place to live, work and invest.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide transportation and telecommunication services including rail, bus, **ferry**, for passengers and **freight**. **Rail** passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between Toronto and Cochrane with connector **bus** service to Timmins and Hearst, and the Little Bear, a mixed passenger-freight train between Cochrane and Moosonee.

ACTS

Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Northern Services Boards Act
Ontario Mineral Exploration Act
Ontario Northland Transportation Commission Act
Professional Geoscientists Act, 2000

MINISTRY OF THE SOLICITOR GENERAL

George Drew Bldg
11th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000
www.sgcs.gov.on.ca
8:30 - 5:30

The Solicitor General is responsible for overseeing law enforcement and public safety across Ontario. These diverse and complex responsibilities are administered by a number of highly specialized organizations within the ministry.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5010
(416)326-5000 (General Information on Ministry Programs)
Fax (416)326-0498
www.sgcs.gov.on.ca
8:00 - 5:00

With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs to enhance public safety by creating a more modern, effective and efficient justice system in Ontario. The Communications Branch coordinates media conferences, events and interviews for the Solicitor General and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
8:30 - 5:00

The Independent Investigations Unit (IIU) investigates allegations that the Workplace Discrimination and Harassment Prevention (WDHP) Operating Policy has been violated by employees in the Ministry of the Solicitor General (excluding allegations against police officers) or by employees of the Ministry of Correctional Services. The IIU, under s.22 of the Ministry of Correctional Services Act, also investigates allegations that employees of the Ministry of Correctional Services have committed sexual improprieties against clients of the ministry, a process separate from the IIU's role in investigating alleged violations of the WDHP Operating Policy.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch advises the Ministry of the Solicitor General on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, and appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Fire Safety Commission, and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M Alexander Bldg, Orillia L3V 7V3.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of the Solicitor General, and Ministry of Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

BUSINESS SOLUTIONS CONSULTANTS

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

Business Solutions Consultants lead in the analysis and advice to clients on application of technology solutions and services to business processes, facilitating communications between business clients and the IT Division. This includes the provision of account representation to client organizations, business analysis services to ministries including high level requirements analysis, facilitating the development and communication/negotiation of SLAs, Service Catologues and service measures, developing, fostering and managing effective client relationships and partnership with vendors, suppliers, service providers, team members and inter-disciplinary colleagues. They lead in the development and implementation of innovative and creative approaches, opportunities and initiatives for the delivery of high quality, value added and efficient services and products, developing strategic frameworks for the continuous improvement and optimisation of business practices and services using ITIL.

INFORMATION TECHNOLOGY EXECUTIVE LEAD, COURTS

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6552
Fax (416)326-1959
9:00 - 5:00

This Information Technology Lead is responsible for providing Courts Services Division IT management support and leadership relating to existing systems including in supporting development and implementation of new systems and processes.

INFRASTRUCTURE SUPPORT BRANCH

5th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3237
Fax (705)494-3259
9:00 - 5:00

The Infrastructure Support Branch provides professional systems services for: Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; and electronic mail for the enterprise. Technology Support Centre (TSC) provides call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided not only to all three ministries in the Justice Enterprise but also to the Ministry of Health and the Municipal police services. The Technology Support Centre also provides productivity enhancement services through the review and recommendation of best practices in the use of office automation and management of a complex province-wide network of voice and data communications, allowing access to the data centres and to electronic mail.

INTEGRATED JUSTICE PROJECT

7th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)326-2121
Fax (416)326-6016
9:00 - 5:00

The Integrated Justice Project will deliver solutions capable of supporting the Justice Enterprise's shared vision of transforming justice for the good of all the people of Ontario. When fully implemented it will create a modern, effective and accessible justice system. The project involves the Ministries of the Attorney General, the Solicitor General and Correctional Services working with a private-sector consortium and includes all components of the justice system: the bench, the bar, Crowns, courts, police, corrections and the public.

PLANNING SECTION

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

The Planning Section is responsible for the development Information Management and Information Technology Strategic Plan for the Justice Cluster (Attorney General, Solicitor General and Correctional Services) ensuring that the IM & IT Plan is aligned with and supportive of the business plans of three ministries and their respective program areas. The section is also responsible for the

governance planning, reporting marketing and promotion of technology based solutions that will enable the transformation of the ministries' program core businesses in providing service to the public and their evolving business needs.

SOLUTIONS DELIVERY AND SUPPORT BRANCH

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6946
Fax (416)327-4140
9:00 - 5:00

Solutions Delivery and Support Branch is responsible for development/support of all corporate program delivery information systems including Internet advice and support. The branch delivers applications systems to support ministry program management needs including Ontario Police Technology Information Cooperative (OPTIC) which provides dispatch and report functions for 40 municipal police services and the OPP, representing approximately 9,000 employees serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); Sex Offender Registry, Major Case Management and support to Executive Offices in the use of technology in Business Intelligence (EI) and correspondence management.

VIDEO REMAND PROJECT

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)325-0996
Fax (416)326-1959
9:00 - 5:00

The Video Remand and Bail Project Team is responsible for implementing a framework and installing video conferencing technology in court houses, detention centres and selected remote sites across the province. The Project Team will also undertake to train court and corrections staff in the use of this technology for remand and consent bail hearings.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
www.gov.on.ca/opp/
8:00 - 4:30

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offenders** who may be lawfully taken into **custody**.

PROFESSIONAL STANDARDS BUREAU

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6051
Fax (705)329-6050
8:15 - 4:30

The Professional **Standards** Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The bureau ensures compliance with applicable sections of the **Police** Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Commendations and **Awards**; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:
Public Complaints against Police Officers

PROGRAM SUPPORT

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6120
Fax (705)329-6123
8:15 - 4:30

The Field and Traffic Safety Bureau, Program Support provides leadership in traffic, **marine**, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.

REGIONAL HEADQUARTERS

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.

OPP CENTRAL REGION HEADQUARTERS
Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30

CENTRAL REGION OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
Toll Free 1-888-310-1122
Fax (705)329-7397
8:00 - 5:00

NOTTAWASAGA DETACHMENT
29 Main St W
PO Box 220
Beeton L0G 1A0
General Inquiry (905)435-4490
(705)424-0170 (Angus Community Policing)
(905)936-2777 (C.O.P.S. Community Policing)
(705)435-4004 (Alliston Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (905)729-4007
8:00 - 9:00

BARRIE DETACHMENT
20 Rose St
Barrie L4M 2T2
General Inquiry (705)726-6484
(705)487-2162 (Oro-Medonte Community Policing)
(705)726-7349 (South Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00

BRACEBRIDGE DETACHMENT
690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
(705)687-6681 (Gravenhurst)
(705)645-5765 (Bracebridge Community Policing)
(705)726-3304 (Bala)
(705)687-5023 (Gravenhurst Community Policing)
Fax (705)645-3350
8:00 - 9:00

DUFFERIN DETACHMENT
Hwy 10, Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
(519)466-2922 (Melancthon/Mulmur Township Community Policing)
(519)928-2019 (East Luther/Grand Valley Community Policing)
(519)941-2982 (Mono Township Community Policing)
Fax (519)925-6462
8:00 - 9:00

HUNTSVILLE DETACHMENT
298 Ravenscliff Rd
Huntsville P1H 1L6
General Inquiry (705)789-5551
(705)767-2325 (Baysville Community Policing)
(705)635-2212 (Dwight Community Policing)
(705)789-2677 (Huntsville Community Policing)
(705)385-1673 (Port Sydney Community Policing)
Fax (705)789-7666
8:00 - 9:00

HURONIA WEST DETACHMENT
1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale & N Springwater Community Policing)
(705)428-3889 (Clearview Community Policing)
(705)792-0306 (Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)429-3616
8:00 - 9:00

MIDLAND DETACHMENT
9278-County Rd 93
PO Box 250
Midland L4R 4K8
General Inquiry (705)526-3761
(705)549-8922 (Penetanguishene)
(705)247-2040 (Beausoleil First Nations Community Policing)
(705)534-7710 (Tay Township Community Policing)
(705)361-1896 (Tiny Township Community Policing)
(705)538-1920 (Georgian Bay Township Community Policing)
Fax (705)526-6700
8:00 - 5:00

NORTHUMBERLAND DETACHMENT
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
(905)352-3889 (Alnwick/Alderville Community Policing)
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)342-2249 (Hamilton Twp Community Policing)
(905)349-1100 (Haldimand Twp Community Policing)
(705)924-2931 (Warkworth/Percy Twp Community Policing)
(705)653-3154 (Campbellford/Seymour Community Policing)
(613)475-9424 (Brighton/Brighton Twp Community Policing)
(905)753-2230 (Hope Twp Community Policing)
(705)696-2323 (Hastings Community Policing)
(905)342-2249 (Hamilton Township Community Policing)
Fax (905)372-1301
8:00 - 6:00

BRIGHTON
70 Yonge St
Box 117
Brighton K0K 1H0
General Inquiry (613)475-1313
Fax (613)475-1331
8:00 - 6:00

CAMPBELLFORD OFFICE
20 Industrial Dr
PO Box 790
Campbellford K0L 1L0
General Inquiry (705)653-3300
Fax (705)653-5171
8:00 - 6:00

COBOURG OFFICE
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
Fax (905)372-1301
8:00 - 6:00

OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
8:00 - 5:00

ORILLIA DETACHMENT
66 Peter St S
Orillia L3V 5B1
General Inquiry (705)326-3536
(705)686-7131 (Coldwater Community Policing)
(705)484-1578 (Ramara Community Policing)
(705)689-1434 (West Shore Community Policing)
Fax (705)326-4126
8:00 - 9:00

PETERBOROUGH COUNTY DETACHMENT
453 Lansdowne St E
PO Box 477
Peterborough K9J 6Z6
General Inquiry (705)742-0401
(705)292-8748 (Smith/Ennismore Township Community Policing)
(705)932-0401 (Millbrook/Cavan Township Community Policing)
(705)657-8718 (Harvey Township Community Policing)
(705)639-2265 (Norwood/Asphodel Township Community Policing)
(705)745-9000 (Crime Stoppers)
(705)656-4431 (Apsley)
(705)778-2787 (Havelock Community Policing)
Fax (705)742-9247
8:00 - 9:00

COLLINGWOOD DETACHMENT
201 Ontario St
PO Box 296
Collingwood L9Y 3Z5
General Inquiry (705)445-4321
Fax (705)445-7024

HALIBURTON HIGHLANDS DETACHMENT
Hwy 35 & Prince St
PO Box 58
Minden K0M 2K0
General Inquiry (705)286-1431
(705)766-9108 (Dorset Community Policing)
(705)447-2951 (Gooderham Community Policing)
(705)457-1460 (Haliburton Community Policing)
(705)448-3763 (Wilberforce Community Policing)
(705)286-6562 (Minden Community Policing)
(705)488-2088 (Kinmount Community Policing)
Fax (705)286-4532

MNJIKANING FIRST NATIONS
5984 Rama Rd
PO Box 206
Rama L0K 1T0
General Inquiry (705)325-7773
Fax (705)325-4522

THE CITY OF KAWARTHA LAKES DETACHMENT
21 Angeline St N
Lindsay K9V 5B7
General Inquiry (705)324-6741
Fax (705)324-8479

OPP EASTERN REGION HEADQUARTERS
3312 County Rd 43 E
PO Box 2020
Smiths Falls K7A 5K8
General Inquiry (613)284-4500
(613)968-5547 (Belleville Telecommunications)
(613)828-9171 (Kanata Telecommunications)
(613)267-6780 (Perth Telecommunications)
Toll Free 1-888-310-1122 (OPP 24-Hour Service)
TTY Toll Free 1-888-310-1133 (OPP 24 Hour Service)
Fax (613)267-3524 (Perth Telecommunications)
Fax (613)968-6391 (Belleville Telecommunications)
Fax (613)284-4597
Fax (613)828-9980 (Kanata Telecommunications)
8:15 - 4:30

DETACHMENTS

ARNPRIOR MUNICIPAL DETACHMENT
44 John St N
PO Box 337
Arnprior K7S 3H6
General Inquiry (613)623-3131
Fax (613)623-2323
8:00 - 4:00

BANCROFT DETACHMENT
64 Monck St
PO Box 640
Bancroft K0L 1C0
General Inquiry (613)332-2122
Fax (613)332-5618
8:00 - 4:30

CASSELMAN DETACHMENT
39 Racine St
PO Box 337
Casselman K0A 1M0
General Inquiry (613)764-5415
Fax (613)764-5418
8:00 - 4:30

CENTRE HASTINGS DETACHMENT
589 St Lawrence St E
PO Box 490
Madoc K0K 2K0
General Inquiry (613)473-4234
(613)969-8477 (Crime Stoppers)
Fax (613)473-5029
8:00 - 4:30

FRONTENAC DETACHMENT
500 O'Connor Dr
Kingston K7P 1N3
General Inquiry (613)384-2400
(613)634-8477 (Crime Stoppers)
Fax (613)634-2294 (Crime Stoppers)
Fax (613)384-2403
8:00 - 4:30

GRENVILLE COUNTY DETACHMENT
1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30

HAWKESBURY DETACHMENT
419 Cartier Blvd
Box 305
Hawkesbury K6A 1V9
General Inquiry (613)632-2729
Fax (613)632-8621
7:00 - 11:00

KILLALOE DETACHMENT
15368 Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30

LANARK COUNTY DETACHMENT
75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:15 - 4:30

LEEDS COUNTY DETACHMENT
1951 Parkedale Ave
PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202
8:00 - 4:00

NAPANEE DETACHMENT
470 Centre St
Napanee K7R 1P8
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 5:00

OTTAWA PROVINCIAL TRAFFIC DETACHMENT
937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30

PRINCE EDWARD COUNTY DETACHMENT
13239 Loyalist Pky
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00

RENFREW DETACHMENT
127 Raglan St S
Renfrew K7V 1P8
General Inquiry (613)432-3211
Fax (613)432-7810
8:00 - 4:30

STORMONT, DUNDAS AND GLENGARRY DETACHMENT
1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:15 - 4:30

UPPER OTTAWA VALLEY DETACHMENT
1913 Petawawa Blvd
Box 185
Pembroke K8A 7H5
General Inquiry (613)735-0188
Fax (613)735-7427
8:15 - 4:30

PENITENTIARY SQUAD
440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
7:00 - 4:00

OPP GREATER TORONTO REGIONAL HEADQUARTERS
100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30

AURORA DETACHMENT
100 Bloomington Rd W
PO Box 2500
Aurora L4G 6J8
General Inquiry (905)841-5777
Fax (905)841-6794
8:15 - 4:30

BURLINGTON DETACHMENT
1160 North Shore Blvd E
PO Box 5021 Stn A
Burlington L7R 3Y8
General Inquiry (905)681-2511
Fax (905)681-2893
8:00 - 4:30

CALEDON DETACHMENT
6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Fax (905)584-2188
8:00 - 4:30

CAMBRIDGE DETACHMENT
500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650
8:00 - 4:30

NIAGARA DETACHMENT
5345 Stanley Ave
PO Box 358
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636
8:00 - 4:30

PORT CREDIT DETACHMENT
49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
Fax (905)278-5486
8:00 - 4:30

QUEEN'S PARK SERVICES - OGPS AREA COMMAND DETACHMENT
Macdonald Block
Rm M2-76, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2367
(416)314-3486 (George Drew Bldg)
(416)327-5115 (Osgoode Hall)
Fax (416)327-5116
8:00 - 4:30

TORONTO DETACHMENT
2682 Keele St
Toronto M3M 3G5
General Inquiry (416)235-4981
Fax (416)235-1697
8:00 - 4:30

WHITBY DETACHMENT
1302 Henry St
PO Box 57
Whitby L1N 5R7
General Inquiry (905)668-3388
Fax (905)668-3651

OPP NORTH EAST REGION HEADQUARTERS
875 Gormanville Rd
PO Box 140
North Bay P1B 8G8
General Inquiry (705)475-3300
General Inquiry (705)475-2600
Toll Free 1-888-310-1122 (24 Hrs - North Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)
Fax (705)475-2697
8:15 - 4:30

DETACHMENTS

BURK'S FALLS DETACHMENT
Hwy 520
PO Box 514
Burk's Falls P0A 1C0
General Inquiry (705)382-2015
Fax (705)382-2495
8:15 - 4:30

COCHRANE DETACHMENT
64 Third Ave
PO Box 120
Cochrane P0L 1C0
General Inquiry (705)272-4391
Fax (705)272-4380
8:15 - 4:30

EAST ALGOMA DETACHMENT
Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 4:30

KAPUSKASING DETACHMENT
356 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00

KIRKLAND LAKE DETACHMENT
26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00

MANITOULIN DETACHMENT
15504 Hwy 6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30

NOELVILLE ADMINISTRATION CENTRE
Hwy 64 S
PO Box 96
Noelville P0M 2N0
Toll Free 1-888-310-1122
Fax (705)898-2143
8:15 - 4:30

KILLARNEY SATELLITE OFFICE
55 Charles St
Killarney P0M 2A0
General Inquiry (705)287-2881
Fax (705)287-2690

WARREN SATELLITE OFFICE
Rutledge St
PO Box 100
Warren P0H 2N0
General Inquiry (705)967-2913
Fax (705)967-2747

NORTH BAY DETACHMENT
867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00

SAULT STE MARIE DETACHMENT
742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30

SOUTH PORCUPINE DETACHMENT
Hwy 101 & Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
8:15 - 5:00

SUDBURY DETACHMENT
McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00

TEMISKAMING DETACHMENT
(Old) Hwy 11B
PO Box 1870
New Liskeard P0J 1P0
General Inquiry (705)647-8400
Fax (705)647-9266
8:00 - 4:30

WAWA DETACHMENT
34 Pinewood Dr
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
8:00 - 5:00

WEST PARRY SOUND DETACHMENT
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4225
Fax (705)746-9731
8:00 - 4:00

OPP NORTH WEST REGION
HEADQUARTERS
489 N Algoma St
Thunder Bay P7A 8B1
General Inquiry (807)344-0891
Fax (807)343-2978 (Administration)
Fax (807)343-5013 (Thunder Bay
Telecommunications)
8:00 - 4:00

ARMSTRONG DETACHMENT
King St
PO Box 10
Armstrong P0T 1A0
General Inquiry (807)583-2394
Fax (807)583-2285
8:30 - 5:00

DRYDEN DETACHMENT
389 Government Rd
Dryden P8N 2Z2
General Inquiry (807)223-2221
Fax (807)223-4002

IGNACE SATELLITE OFFICE
Hwy 17
PO Box 550
Ignace P0T 1T0
General Inquiry (807)934-2265
(807)223-2221 (Dryden)
Fax (807)934-6053
Fax (807)223-4002 (Via Dryden) ♿

FORT FRANCES DETACHMENT
320 Portage Ave
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)274-3322
Fax (807)274-7541 ♿

ATIKOKAN SATELLITE OFFICE
130 Hwy 622
PO Box 698
Atikokan P0T 1C0
General Inquiry (807)597-2120
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)597-2128
Fax (807)274-7541 (Via Fort Frances Detachment)
8:00 - 4:00 ♿

EMO SATELLITE OFFICE
Hwy 11
Emo P0W 1E0

Mailing Address:
PO Box 698
Fort Frances P9A 3N1

General Inquiry (807)482-2071
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)482-2074
Fax (807)274-7541 (Via Fort Frances Detachment) ♿

RAINY RIVER SATELLITE OFFICE
622 Atwood Ave
Rainy River P0W 1L0

Mailing Address:
PO Box 698
Fort Frances P9A 3N1

General Inquiry (807)852-3271
Fax (807)852-3517

GERALDTON DETACHMENT
901 Main St
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)854-1333
Fax (807)854-1353
Fax (807)274-3322 (via Fort Frances) ♿

LONGLAC SATELLITE OFFICE
Hwy 11
Longlac P0T 2A0

Mailing Address:
PO Box 339
Geraldton P0T 1M0

General Inquiry (807)876-2248
(807)854-1333 (Via Geraldton Detachment)
Fax (807)876-2950
Fax (807)854-1353 (Via Geraldton Detachment) ♿

KENORA DETACHMENT
350 Hwy 17A
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)548-5534
Fax (807)548-8381 ♿

GRASSY NARROWS SATELLITE OFFICE
Box 1010
Kenora P9N 3X7
General Inquiry (807)925-2221
(807)548-5534 (Via Kenora Detachment)
Fax (807)925-2479
Fax (807)548-8381 (Via Kenora Detachment) ♿

MINAKI SATELLITE OFFICE
Box 1010
Kenora P9N 3X7
General Inquiry (807)224-3341
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)224-2331 ♿

SIOUX NARROWS NESTOR FALLS SATELLITE OFFICE
Hwy 71
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)226-5211
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)226-5351 ♿

MARATHON DETACHMENT
6 Hemlo Dr
PO Box 490
Marathon P0T 2E0
General Inquiry (807)229-0220
Fax (807)229-1852
8:00 - 4:30 ♿

MANITOUWADGE SATELLITE OFFICE
Manitou Rd
PO Box 490
Manitouwadge P0T 2C0
General Inquiry (807)826-4641
(807)229-0220 (Via Marathon Detachment)
Fax (807)826-3243
Fax (807)229-1852 (Via Marathon Detachment)

NIPIGON DETACHMENT
11/17 Highway
RR 1, PO Box 187
Nipigon P0T 2J0
General Inquiry (807)887-2637
Fax (807)887-2399
8:15 - 4:30

SCHREIBER SATELLITE OFFICE
23 Kingsway Rd
PO Box 187
Schreiber P0T 2S0
General Inquiry (807)824-2333
Fax (807)887-2637 (Via Nipigon)
Fax (807)824-3467

PICKLE LAKE DETACHMENT
Anne St
PO Box 70
Pickle Lake P0V 3A0
General Inquiry (807)928-2211
Fax (807)928-2268

RED LAKE DETACHMENT
115 Howey St
PO Box 342
Red Lake P0V 2M0
General Inquiry (807)727-2418
Fax (807)727-2578
8:00 - 5:00

EAR FALLS SATELLITE OFFICE
Hwy 105
PO Box 342
Ear Falls P0V 2M0
General Inquiry (807)222-3112
Fax (807)222-3658
8:00 - 4:00

SIOUX LOOKOUT DETACHMENT
18 Fourth Ave N
Box 128
Sioux Lookout T8T 1A1
General Inquiry (807)737-2020
Fax (807)737-1785
8:30 - 4:30

THUNDER BAY DETACHMENT
2787 Hwy 1117
RR 2
Thunder Bay P7C 4V1
General Inquiry (807)939-2133
Fax (807)939-2144
8:15 - 4:30

SHABAQUA SATELLITE OFFICE
RR 2 Hwy 1117
Kaministiquia P0T 1X0
General Inquiry (807)933-4462
Fax (807)933-4433
8:15 - 4:30

UPSALA SATELLITE OFFICE
Hwy 17
Upsala P0T 2Y9
General Inquiry (807)986-2211
Fax (807)986-1331
8:30 - 5:00

OPP WESTERN REGION HEADQUARTERS
6355 Westminster Dr
PO Box 57 Lambeth Stn
London N6P 1T2
(519)652-4100 (Reception)
Toll Free 1-888-310-1122 (24 Hrs)
TTY Toll Free 1-888-310-1133 (24 Hrs)
Fax (519)652-4165 (Chief Superintendent/ Superintendents)
Fax (519)652-4164
8:15 - 4:30

DETACHMENTS

BRANT COUNTY DETACHMENT
28 Mechanic St
Paris N3L 1K2
General Inquiry (519)442-2241
Fax (519)442-6808
8:15 - 4:30

BRUCE PENINSULA DETACHMENT
Hwy 6
Box 460
Wiarton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30

CHATHAM/KENT DETACHMENT
535 Park Ave E
RR 4
Chatham N7M 5J4
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00

ELGIN DETACHMENT
County Rd 45 at Hwy 4
RR 5, PO Box 22045
St Thomas N5R 6A1
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30

ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00

HALDIMAND NORFOLK DETACHMENT
548 Queensway W
Box 738
Simcoe N3Y 2V5
General Inquiry (519)426-3434
(519)426-2294 (Administration)
Fax (519)426-5023 (Constables)
8:00 - 4:30

HURON DETACHMENT (FORMERLY GODERICH)
RR 2 & Hwy 21, Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30

LAMBTON DETACHMENT (FORMERLY PETROLIA)
4218 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00

MIDDLESEX DETACHMENT (FORMERLY STRATHROY)
Hwy 81
PO Box 69
Strathroy N7G 3J1
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:00

NORTH GREY DETACHMENT (FORMERLY OWEN SOUND)
655 9th Ave E
PO Box 486
Owen Sound N4K 5P7
General Inquiry (519)376-3433
Fax (519)376-7827
8:15 - 4:30

NORTH LAMBTON DETACHMENT (FORMERLY FOREST)
101 Broadway
PO Box 130
Forest N0N 1J0
General Inquiry (519)786-2349
Fax (519)786-2141
8:00 - 4:00

OXFORD DETACHMENT (FORMERLY WOODSTOCK)
Hwy 2 at Hwy 401 & Exit 31
RR 5, PO Box 38
Woodstock N4S 7W5
General Inquiry (519)539-9811
Fax (519)539-9815
8:00 - 4:00

SEBRINGVILLE DETACHMENT
380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
8:15 - 4:30

SOUTH BRUCE DETACHMENT
Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:30 - 4:30

WELLINGTON DETACHMENT
(FORMERLY MOUNT FOREST)
321 St Andrews St W
Fergus N1M 1P1
General Inquiry (519)843-5490
Fax (519)843-4240
8:15 - 4:30

CORPORATE COMMUNICATIONS BUREAU

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6397 (329-NEWS)
Fax (705)329-6244
8:15 - 4:30

Corporate Communications Bureau provides communications leadership and advice, products and services encompassing all aspects of corporate internal and external communications. The Bureau is responsible for media relations, issues management, strategic communications, events management public relations groups, the museum, annual report, charitable campaigns, audio-visual services, and coordinating the web sites.

OPP MUSEUM

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6889
8:30 - 4:30

The Ontario Provincial Police **Museum** collects (for the purposes of preservation, research, interpretation and exhibition) the material culture that contributes to a greater understanding of policing in Ontario, both past and present. It specializes in the unique history of the Ontario Provincial Police Force from its creation in 1909 through to today. The Museum is located in OPP General Headquarters and is open Monday to Friday. Admission is free.

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6885
Fax (705)329-6887
8:15 - 4:30

The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized police functions, criminal justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

INVESTIGATION BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6310
Fax (705)329-6318
8:15 - 4:30

It is the responsibility of Investigation Bureau to provide leadership and direction in investigative excellence, crime prevention and detection, and **public education**. This is accompllished through the application of reactive and proactive policing services in partnership with OPP Regions and Bureaus, municipal police services, community organizations, other government ministries and agencies to maintain a concerted effort in keeping the communities of Ontario safe.

INVESTIGATION SUPPORT BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6530
Fax (705)329-6318
8:15 - 4:30

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

CRIMINAL PROFILING UNIT

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6595
8:15 - 4:30

The Criminal Profiling Unit, part of the Behavioural Sciences Section, provides investigative behaviour analysis and unknown offender profiles. Part of their function is equivocal death analysis as well as investigative suggests, assistance with search warrant presentation and criminal trial suggestions.

FORENSIC PSYCHIATRY

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6351
8:15 - 4:30

Forensic Psychiatry is part of Behavioural Sciences Section. It assists all Behavioural Sciences units on mental health issues surrounding criminal profile analysis. It is also used as a consultant in hostage situations and/or negotiations.

GEOGRAPHIC PROFILING UNIT

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6487
8:15 - 4:30

Geographic Profiling Unit is part of Behavioural Sciences Section. It provides investigative tactics for connected series of offences and/or related crimes with the intent of zeroing in on primary areas (sources) of criminal activity.

POLYGRAPH SERVICES UNIT

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6579
8:15 - 4:30

Polygraph Services Unit is part of Behavioural Sciences Section. It provides polygraph testing services and expertise in interview, interrogation and statement analysis to Ontario police services.

THREAT ASSESSMENT UNIT

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6593
8:15 - 4:30

The Threat Assessment Unit is part of the Behavioural Sciences Section. This Unit provides investigative support to criminal justice agencies involving threatening activities from groups or individuals. The process entails the analysis of certain indicators to assess and/or predict the likelihood of violent acts and includes stealing and other criminal harassment.

PLANNING AND POLICY DIVISION

MEASUREMENT AND EVALUATION UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 4:30

The Measurement and Evaluation Unit provides information, research and evaluation support to the Ministry of the Solicitor General and the Ministry of Correctional Services. The unit's responsibilities include advising and assisting ministry operating divisions to conduct research and program evaluation in a valid and cost-effective manner, preparing requests for proposals for research projects, and assisting in the hiring of external research consultants. The unit provides the liaison to Statistics Canada (Canadian Centre for Justice Statistics) and works to ensure that the ministries meet national justice data requirements. The unit also provides statistical information in response to requests from both within and outside of the ministry.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, the Solicitor General and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - CORRECTIONAL SERVICES
1st Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FREEDOM OF INFORMATION AND PRIVACY - SOLICITOR GENERAL
1st Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The French Language Services office monitors delivery of service in French and provides advice to staff of three ministries, Attorney General, Solicitor General and Correctional Services on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:30 - 4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional **standards** and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of

municipal police service in Ontario is monitored by conducting audits and investigations. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service of Ontario.

CRIMINAL INTELLIGENCE SERVICE ONTARIO (CISO)

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30

Criminal Intellignce Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associaions, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE

County Rd 32
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-8225 (Training Office)
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration)
8:30 - 4:30

The Ontario **Police** college is designed to provide a complete **training** program for Ontario police services, from recruit through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

SELECTION SYSTEMS AND APPOINTMENT UNIT

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-9349
Fax (416)326-9351
8:30 - 4:30

The Selection Systems and Appointments Unit is responsible for: managing and marketing the Constable Selection System (CSS) - an equal-opportunity, standardized, competency-based selection process for hiring **police** constables; administering the ministryís public appointments, including the preparation of briefs and Orders-in-Council for Police Services Boards appointees; and administering the ministryís approval and appointments process for special constables, auxiliary members of police services and provincial offences officers.

PUBLIC SAFETY DIVISION

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30

The fundamental concern of the Ministry's Public **Safety** Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency measures, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES

2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30

The Centre of **Forensic Science**s prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MEASURES ONTARIO

George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-8608
Fax (416)314-3758
8:00 - 5:00

Emergency Measures Ontario (EMO) is responsible for provincial emergency management in Ontario. Emergency management includes hazard identification, **risk assessment**, mitigation against preparedness for, response to and recovery from major emergencies and disasters. EMO is divided into five major program areas: Business Planning and Administration, Community Programs, Emergency Management Information Programs, Provincial Operations Programs and Provincial Programs.

BUSINESS PLANNING AND ADMINISTRATION

George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723

Coordinates provicial emergency management programs; coordinates federal/provincial emergency managements programs, including the administration of the Joint Emergency Preparedness Program(JEPP) and the New Initiatives Fund(NIF); coordinates provincial search and **rescue** programs; coordinates administrative and support services; develops and implements the annual business plan.

COMMUNITY PROGRAMS

George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Provides advice and assistance to municipalities and First Nations for the development of community emergency management program; provides liaison, advice and assistance to support community emergency response; promotes joint community/industry emergency management programs; coordinates provincial support for the Ontario Critical Incident Stress Management Program.

CENTRAL AREA
George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723
Fax (416)314-3758
9:00 - 5:00

NORTHEASTERN AREA
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (416)314-3723
Fax (705)564-4555
9:00 - 5:00

NORTHWESTERN AREA
540 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (416)314-3723
Fax (807)473-3199
9:00 - 5:00

SOUTHEASTERN AREA
#1, 260 Fenerty Court
Kanata K2L 3A7
General Inquiry (416)314-3723
Fax (613)530-4566
9:00 - 5:00

SOUTHWESTERN AREA
Unit L Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (416)314-3723
Fax (516)675-7691
9:00 - 5:00

EMERGENCY MANAGEMENT INFORMATION PROGRAMS

George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3723

Emergency Management Information Programs develops and coordinates the emergency management public **education** program; develops and coordinates nuclear emergency management information programs, procedures and arrangements; assits with the provision of emergency information to the media and the public during an emergency; provides advice and assistance to communities for the development of emergency management public education programs.

PROVINCIAL OPERATIONS PROGRAMS

George Drew Bldg
19th Flr, 25 Grosvenor St
Toronto M7A 1Y6
Fax (416)314-3758
8:00 - 4:30

Operates the Provincial Operations Centre; coordinates provincial emergency management; provides scientific and technical advice; conducts the provincial exercise program; provides

information technology systems support; implements the provincial Priority Access for Dialing program; develops and administers the Branch business continuity plan.

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Toll Free 1-877-991-9959
Fax (416)314-4030
8:00 - 5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT

Coroners Bldg
2nd Flr Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The Chief Forensic Pathologist is responsible for overseeing the province's Regional Centres of Excellence. He also supervises regional pathologists who perform medicolegal **autopsies** on a fee-for-service basis. The unit facilitates various **educationa**l programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

REGIONAL CORONERS

CENTRAL WEST REGION
Suite 442, 125 Delhi St
Guelph N1E 4J5
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30

EASTERN REGION
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45

GTA EAST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Fax (416)314-4030
8:30 - 4:30

GTA WEST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4105
Fax (416)314-4030
8:00 - 5:00

TORONTO CORONERS DISPATCH
OFFICE AND MORGUE
Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours

TORONTO INQUEST COURTS
Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00

NIAGARA REGION
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30

NORTHEASTERN REGION
RR 3, PO Box 10009 North Monaghan
Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9:00 - 5:00

NORTHWESTERN REGION
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15

SOUTHWESTERN REGION
1st Flr Unit L Rm 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)675-7689
Fax (519)675-7691
8:30 - 4:45

OFFICE OF THE FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
www.gov.on.ca/OFM/
8:30 - 5:00

The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **awards** program for Ontario **firefighters** and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS AND EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3168
Fax (416)325-3122
8:30 - 5:00

Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. Another major activity of this section is to develop

partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **educationa**l/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3142
Fax (416)325-3122
8:30 - 5:00

The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Program.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3182
Fax (416)325-3122
8:30 - 5:00

Testing and Evaluation Unit provides consultative services to the Office of the Fire Marshal programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 5:00

The Deputy Fire Marshal is responsible for overall operations of the OFM through a number of sections. Through the Corporate Support Section essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services.

FIELD OPERATIONS

FIRE PROTECTION SERVICES - MUNICIPAL REVIEW

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-8465
8:30 - 5:00

The **Fire** Protection Services unit develops guidelines and processes to assist **municipalities** to evaluate their fire protection services and provides assistance in identifying alternative delivery systems based on local needs and circumstances.

HEADQUARTERS NORTH - SUDBURY
McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:30 - 5:00

NORTH - THUNDER BAY
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:30 - 5:00

HEADQUARTERS SOUTH - MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-7259
Toll Free Fax 1-800-361-5186
8:30 - 5:00

SOUTH - KINGSTON
South Cottage, 14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)530-2200
Toll Free 1-800-565-3941
Fax (613)530-2210
Toll Free Fax 1-800-387-8195
8:30 - 5:00

SOUTH - LONDON
707 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4040
Toll Free 1-800-565-0417
Fax (519)873-4052
Toll Free Fax 1-800-387-7631
8:30 - 5:00

FIRE EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3203
Fax (416)325-3263
8:30 - 5:00

The primary responsibility of **Fire** Evaluation unit is to investigate and evaluate specific fire occurrences within the province of Ontario in order to determine factors that may have contributed to life loss or the severity of the fire. This unit is also responsible for technical assistance on all fires investigated by the OFM and for the development and maintenance of all corporate policies and procedures as well as educational programs related to fire investigations.

APPLIED RESEARCH

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 5:00

Applied Research will support the activities of all other sections by providing relevant data and information on which to make reasonable and informed decisions on fire safety matters such as immediate threats, program needs, applied research and enhancement of fire protection services.

FIRE SAFETY STANDARDS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 4:15

Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeals**, developing **inspection** standards and guidelines related to interpretation and **enforcement**. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, and government buildings.

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-9653 (Registration)
Toll Free 1-800-565-0613 (Hotline)
Toll Free 1-800-661-2202 (Student Hotline)
Fax (705)687-4611 (Registration)
Fax (705)687-7911
8:30 - 5:00

The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

AGENCIES, BOARDS AND COMMISSIONS

FIRE SAFETY COMMISSION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)314-1217
www.gov.on.ca./ofm
8:30 - 5:00

The **Fire** Safety Commission is an adjudicative agency and renders decisions for appeals and applications related to specific matters identified under the authority of the Fire Protection and Prevention Act, 1997.

Services offered to the Public:
Fire Safety Commission

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)314-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Fax (416)314-0198
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)
8:30 - 5:00

The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and investigations and making recommendations to the Solicitor General. In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The commission also approves the **appointment**s of **First Nations** Constables.

ONTARIO CRIME CONTROL COMMISSION

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-0876
General Inquiry (416)314-0859
Toll Free 1-877-274-6326
Fax (416)314-0870
www.fightcrime.net
8:30 - 4:30

The Ontario **Crime** Control Commission is made up of three MPPs who are the Parliamentary Assistants to the Attorney General, Solicitor General and Minister of Correctional Services. The Commission was created to listen to the public's concerns and identify specific steps the government can take to make Ontario a safer and better place to live. The Commission was established in 1997 and recently extended to June 2001 to continue to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action.

ONTARIO POLICE ARBITRATION COMMISSION

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3520
Fax (416)314-3522
8:30 - 5:00

The Ontario Arbitration Commission is a five-member statutory body which administers the conciliation and mediation-arbitration processess between municipal **police** associations and municipal police services boards throughout the Province of Ontario. The Arbitration Commission also provides a conciliation and mediation-arbitration service to the Ontario Provincial Police (OPP) for contract bargaining disputes.

ACTS

Ammunition Regulation Act, 1994
Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Marshals Act
Firefighters Exemption Act
Firefighters Protection Act, 1993
Hotel Fire Safety Act
Lightning Rods Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TOURISM, CULTURE AND RECREATION

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Toll Free 1-800-668-2746 (Ontario Travel Information)
www.tourism.gov.on.ca

The goal of the Ministry of Tourism, Culture and Recreation is to make Ontario known as a leader in world-class and innovative tourism, culture, sport and recreation products and services, bringing long-term economic wealth, jobs, regional growth and prosperity to all Ontarians.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
(416)325-1691 (Customer Service Line)
Fax (416)325-5968

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the minister, deputy minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the minister's and deputy minister's participation in public events. The media, the general public and the many Ontario businesses that depend on the tourism industry are also serviced by the Communications Branch through the publication of news releases, internet sites, and the hosting of special events and announcements related to the minsitry's core businesses.

INVESTMENT AND DEVELOPMENT OFFICE

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-2612
Fax (416)327-2506

The mandate of the Investment and Development Office (IDO) is to increase Ontario's competitiveness by supporting new product development and investment in Ontario's tourism, culture and recreation sector. In addition, IDO administers the Sport, Culture and Tourism Partnership of Ontario's SuperBuild Infrastructure Program. IDO is also responsible for the management of 18 Travel Information Centres located throughout the province.

ONTARIO TRAVEL INFORMATION CENTRES

21 Molson Park Dr
Barrie L4M 6E7
General Inquiry (416)314-0944
Toll Free 1-800-668-2746
Fax (705)725-7285

Ontario **Travel** Information Centres offer expert counselling, customized trip planning and **accommodation** reservations to the public. Ontario Travel supplies information and **publications** on various tourist attractions, accommodations, **campgrounds**, **parks** (including **hiking trails**,

canoe outfitters, etc.), events, **festivals**, **hunting**, **fishing**, **boating**, **skiing** and more. Ontario Road **Maps** are distributed at Ontario Travel Centres along with up-to-date reports, including ski conditions, winter road conditions, provincial park vacancies, spring blossom and **fall colour**.

CENTRAL REGION

BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr
Barrie L4M 6E7
(416)314-0998 (Campground Vacancy Reports Jul - Aug; Spring Blossoms, Fall Colour)
(705)725-7280 (Travel Consultants)
(416)314-0998 (Alpine & X-Country Ski Reports Dec - Apr)
Fax (705)725-7285

TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE
Eaton Ctr
Level 1, 220 Yonge St
PO Box 104
Toronto M5B 2H1
Toll Free 1-800-668-2746 (Travel Enquiries - English)
Toll Free French 1-800-268-3736 (Travel Enquiries - French)
Fax (416)314-5901

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
General Inquiry (613)933-2420
Fax (613)933-3387

HAWKESBURY TRAVEL INFORMATION CENTRE
Hwy 417
RR 1
Chute-A-Blondeau K0B 1B0
General Inquiry (613)674-2000 (May 15 - Thanksgiving)
Fax (613)674-2689

HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE
Hwy 137
RR 1
Lansdowne K0E 1L0
General Inquiry (613)659-2108 (May 15 - Thanksgiving)
Fax (613)659-2102

LANCASTER TRAVEL INFORMATION CENTRE
Hwy 401 & Hwy 2
RR 1
Lancaster K0C 1N0
General Inquiry (613)347-3498 (May 15 - Thanksgiving)
Fax (613)347-3435

PRESCOTT TRAVEL INFORMATION CENTRE
Hwy 16 at US/Canada border
PO Box 1600
Prescott K0E 1T0
General Inquiry (613)925-3346 (May 15 - Labour Day)
Fax (613)925-1462

NIAGARA REGION

FORT ERIE TRAVEL INFORMATION CENTRE
315 Bertie St
Fort Erie L2A 6S6
General Inquiry (905)871-3505
Fax (905)871-6461

NIAGARA FALLS TRAVEL INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441

ST CATHARINES TRAVEL INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634

NORTHERN REGION

FORT FRANCES TRAVEL INFORMATION CENTRE
400 Central Ave
Fort Frances P9A 1X8
General Inquiry (807)274-7566
Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE
Ontario/Manitoba Border
Hwy 17
Keewatin P0X 1C0
General Inquiry (807)468-2495 (May 15 - Labour Day)
Fax (204)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE
7671 Hwy 61
RR 7, Pigeon River
Thunder Bay P7C 5V5
General Inquiry (807)964-2094 (May 15 to Thanksgiving)
Fax (807)964-2029

RAINY RIVER TRAVEL INFORMATION CENTRE
301 Atwood Ave
PO Box 100
Rainy River P0W 1L0
General Inquiry (807)852-4449 (May 15 - Labour Day)
Fax (807)852-3124

SAULT STE MARIE TRAVEL INFORMATION CENTRE
261 Queen St W
Sault Ste Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943

SOUTHWESTERN REGION

SARNIA TRAVEL INFORMATION CENTRE
1415 Venetian Blvd
Sarnia N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576

WINDSOR HURON TRAVEL INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313

WINDSOR PARK TRAVEL INFORMATION CENTRE
110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

TOURISM POLICY AND RESEARCH BRANCH

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341
www.ontario-canada.com

The Tourism Policy and Research Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

CULTURE, SPORT AND RECREATION DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7265
Fax (416)314-7461
9:00 - 5:00

The Culture Branches are responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's nine cultural agencies and two library agencies. The Sport and Recreation Branch works to support participation of people in

amateur sport, physical activity and recreation. The branch develops policies and provides program tools, guidelines and information resources to organizations and communities to help them meet the sport and recreation needs of their members.

ARTS AND CULTURAL INDUSTRIES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7460
9:00 - 5:00

The Arts and Cultural Industries Branch endeavours to encourage the arts and cultural industries in order to maximize their contribution to the province's economic and social vitality. Programs are delivered by two units each responsible for different cultural sectors.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7460
9:00 - 5:00

The **Arts** and **Cultural** Industries unit generates policies to promote the cultural vitality of Ontario, foster links with other departments across government and advise on sector strategies for economic success. The unit also delivers a variety of programs including operating support for eligible Arts Service Organizations and assist partnerships designed to increase self-sufficiency through the Cultural Strategic Development Fund. The unit administers the Trillium Book Prize/Prix Trillium for the best book published in the province. Policy and program areas serve to advise and research many cultural areas, from book publishing, magazine publishing, sound recording, film and TV, digital media, visual arts, theatre, dance and literature, so that Ontario's creative community may continue to thrive and prosper.

CULTURAL AGENCY COORDINATION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7354
9:00 - 5:00

The Cultural Agency Coordination unit is responsible for fiscal, policy and program liaison with 8 cultural agencies of the ministry. The eight cultural agencies are: the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Media Development Corporation, Ontario Science Centre, Royal Botanical Gardens, Royal Ontario **Museum** and Science North.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)314-7635
9:00 - 5:00

The Heritage and Libraries Branch protects Ontario's heritage in order to maximize their contribution to the province's economic and social vitality and provides leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7148
General Inquiry (416)314-7155
Fax (416)314-7175
Fax (613)244-4282 (Ottawa)
Fax (807)623-7926 (Thunder Bay)
Fax (519)675-7777 (London)
9:00 - 5:00

The **Heritage** Operations Unit performs regulatory, planning and **educationa**l functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, and support resources **conservation** under the Planning Act and the **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of the 16,000 known archaeological and museological sites in Ontario. Through three regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and **training** in archaeological **research** and resource conservation. Specialized advisory services and **funding** assistance is provided to a wide range of heritage groups including community **museum**s, local **historical** societies and other heritage organizations. Archaeological **licence**s are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7136
(416)314-7137 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00

Heritage Policy and Program Development Unit advises other provincial ministries, **municipal**ities, Local **Architectural Conservation** Advisory Committees, heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit maintains a register of designated heritage properties. The unit provides administrative support to the Conservation Review Board, a regulatory agency of the Ministry of Citizenship, Culture and Recreation.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-0199
Fax (416)314-7635

The Libraries administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and **pay equity** programs and the Public Library Services **Award**s. The unit coordinates two agencies: the Ontario Library Service - North and the Southern Ontario Library Service, which deliver program and services for the ministry.

SPORT AND RECREATION BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-6301
Fax (416)314-7458
8:30 - 4:45

The **Sport** and **Recreation** Branch pursues its core business by: contributing to a strong provincial sport system and the development of athletic achievements in Ontario; fostering full involvement of children and **youth** in sport and recreation; and encouraging safe involvement in sport, recreation and physical activity for the health, social and economic benefit of Ontarians and the communities in which they live.

Services offered to the Public:
Grants to Recreation and Fitness Organizations
Sport and Recreation Provincial Programs
Support to Provincial Sport Organizations

REGIONAL AND CORPORATE SERVICES DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-0738
Toll Free 1-877-395-4105
Fax (416)314-6686
8:30 - 5:00

Regional and Corporate Services are provided to the Ministry of Tourism, Culture and Recreation by the same division that provides these services to the Ministry of Citizenship. These services are provided through the following branches: Corporate Resources; Human Resources; Legal Services; Regional Services; Technology and Business Solutions. Please go to the Regional & Corporate Services Division within the listing for the Ministry of Citizenship to view the individual units.

TOURISM DIVISION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6637
Fax (416)325-6985
www.gov.on.ca
8:30 - 4:45

The Tourism Division of the Ministry of Tourism, Culture and Recreation develops and promotes Ontario as a world class "must see" tourism destination; assists the tourism industry by creating the right business climate; operates tourism agencies and attractions, and travel information centres.

AGENCY RELATIONS BRANCH

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7000
Fax (416)314-7003
8:00 - 5:00

The Agency Relations Branch is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara **Parks** Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parks Commission, St. Lawrence Parks Commission, Huronia **Historical** Parks, Old Fort William and the Tourism Marketing Partnership Corporation.

HURONIA HISTORICAL PARKS

PO Box 160
Midland L4R 4K8
(705)549-8064 (Discovery Harbour)
(705)526-7838 (Sainte-Marie among the Hurons)
Fax (705)526-9193
www.hhp.on.ca
8:30 - 5:00

The Ministry operates and maintains **historic** attractions at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (Discovery Harbour). Sainte-Marie among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of the King's Wharf Theatre and two Tall Ships and offers professional summer theatre and sailing opportunities to the public.

OLD FORT WILLIAM

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
(807)473-2333 (Hotline)
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (For General Manager)
www.oldfortwilliam.on.ca
8:00 - 5:00

Located in Thunder Bay, Old Fort William is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as an inland headquarters and transshipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendez-vous. Costumed and uniformed staff bring Old Fort William to life. The fort operates year-round with seasonal events complementing summer living history programming designed to meet the needs of tourists, **recreation**al and educational visitors. Facilities include a resource **library**, historic restaurant, interpretive centre, **gift shop** and picnic area, with access for disabled persons.

AGENCIES, BOARDS AND COMMISSIONS

CULTURE, SPORT AND RECREATION'S AGENCIES

ART GALLERY OF ONTARIO

317 Dundas St W
Toronto M5T 1G4
General Inquiry (416)977-0414
(416)979-6660 (Automated Switchboard)
(416)979-6648 (Automated Information)
(416)977-8547 (Public Affairs)
Fax (416)979-6646 (General)
Fax (416)979-6669 (Director's Office)
www.ago.net
9:00 - 5:00

The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 22,000 works representing Canadian, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **education**al programs for all ages. The gallery operates an outreach program which includes travelling **exhibitions** and artists' workshops to communities throughout Ontario and Canada. Other services provided by the AGO include activity centres (e.g. Hands-On), resource centres (e.g., art reference **library**, print and drawing centre), restaurant, retail shop and art rental and sales.

CONSERVATION REVIEW BOARD

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7137
Fax (416)314-7790

The **Conservation** Review Board holds **hearings**, at the request of a **municipal**ity, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for **appeal**s on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licence**s.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.com
8:30 - 4:30

The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 100 acres of land, the McMichael Canadian Collection has expanded to over 6,000 works. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca/
9:00 - 5:00

The Ontario **Arts** Council (OAC) is an arm's-length agency of the Ontario Ministry of Tourism, Culture and Recreation that supports artists and organizations involved in the arts in Ontario through granting programs, awards and services. Since its establishment in 1963, OAC has played a vital role in promoting and assisting the development of the arts and artists for the enjoyment and benefit of all Ontarians.

ONTARIO ARTS COUNCIL FOUNDATION

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7413
Fax (416)921-8763

The Ontario **Arts** Council Foundation is a public **charitable** foundation which administers private funds given to support the arts. Income on these funds is disbursed each year in the form of awards and scholarships. The Ontario Arts Council Foundation also administers the $50-million Arts Endowment Fund Program (AEF). The AEF is a program of the Government of Ontario, through the Ministry of Tourism, Culture and Recreation.

ONTARIO CULTURAL ATTRACTIONS FUND

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421
Fax (416)921-8763
www.ocaf.on.ca
9:00 - 5:00

This is a program of the Ministry of Tourism, Culture and Recreation administered by the Ontario **Cultural** Attractions Fund. The 20 million dollar revolving **loan** and grant fund is dedicated to promoting tourism and building organizational capacity.

ONTARIO HERITAGE FOUNDATION

3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)314-4930
8:30 - 5:00

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The Foundation manages and, in some cases, restores provincially significant historic **buildings** and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; and negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The Foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical **publications** and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and

structures, is administered by the OHF. Through natural heritage programs, the Foundation protects significant natural sites.

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-3508 (Interloan Requests Service)
Toll Free 1-800-663-7226 (Tele-Reference Service)
Toll Free 1-800-461-6348
Fax (705)671-2441
Toll Free Fax 1-800-563-0561 (Tele-Reference Service)
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
www.library.on.ca/index.html
8:30 - 4:30

Ontario **Library** Service - North is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Ontario Library Service - North is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of Information Network for Ontario (INFO), including the CD-ROM catalogue. Ontario Library Service - North also provides consultation and technical assistance, First Nations library services, regional development clusters of libraries, trustee development, seminars and workshops.

KIRKLAND LAKE
11 Station Rd S
Kirkland Lake P2N 3H2
General Inquiry (705)567-3341
Toll Free 1-800-461-6348
Fax (705)567-9410
8:30 - 4:30

SUDBURY
334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348
Fax (705)671-2441
8:30 - 4:30

THUNDER BAY
946B Cobalt Cres
Thunder Bay P7B 5Z4
General Inquiry (807)683-1670
Toll Free 1-800-461-7763
Fax (807)344-0075
8:30 - 4:30

SOUTHERN ONTARIO LIBRARY SERVICE OFFICES

Suite 601, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1669
Toll Free 1-800-387-5765
Fax (416)961-5122

Southern Ontario **Library** Service is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of Information Network for Ontario (INFO), including the CD-ROM catalogue. Southern Ontario Library Service also provides consultation and technical assistance, First Nations

library services, regional development clusters of libraries, trustee development, seminars and workshops.

OTTAWA
Suite 310, 1900 City Park Dr
Ottawa K1J 1A3
General Inquiry (613)742-0707
Toll Free 1-800-267-2758
Fax (613)742-0712

ONTARIO MEDIA DEVELOPMENT CORPORATION

North Tower
Suite 300, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876
www.to-ontfilm.com
9:00 - 5:30

The Ontario Media Development Corporation (OMDC) was established in 1986 to encourage and support the province's independent **film** and **television** production industry. This is achieved by anchoring production in the province by providing labour based tax credits to eligible film, television and digital effects producers: the Ontario Film and Television Tax Credit, the Ontario Computer Animation and Special Effects Tax Credit and the Ontario Production Services Tax Credit. The tax credits are co-administered with the Minister of Finance. The corporation is also instrumental in attracting **international** producers to Ontario to use the province's location and production facilities. Its **Skills Development** and Marketing Initiatives department provides practical **training** opportunities for emerging Ontario filmmakers. Web site URLs: www.to-ontfilm.com, www.ocaf.on.ca.

ONTARIO SCIENCE CENTRE

770 Don Mills Rd
Toronto M3C 1T3
General Inquiry (416)429-4100
Fax (416)696-3167 (International Sales)
Fax (416)696-3124 (Mailroom)
Fax (416)696-3241 (Facility Services)
Fax (416)696-3135 (Director General)
Fax (416)696-3106 (Facility Services)
Fax (416)696-3161 (Marketing)
Fax (416)696-3189 (Exhibit Operations)
Fax (416)696-3181 (Research & Planning)
Fax (416)696-3197 (Science Education)
Fax (416)696-3166 (Visitor Admission)
Fax (416)696-3115 (Design)
www.osc.on.ca

The Ontario **Science** Centre opens minds to science and technology by creating interactive exhibits, demonstrations and programs that excite curiosity, inspire insight and motivate learning. Everyday, staff hosts demonstrate the wonders of science -- in electricity (a hair-raising experience), papermaking, chemistry, a starlab, a foundry and seasonal nature walks. Entertaining scientific fun is explored in more than 800 exhibits within 13 exhibition halls. New **exhibitions** including the Attractions Canada award winning, TIMESCAPE: Unearthing the Mysteries of Time, provide powerful hands-on encounters with cutting-edge technology. The Shoppers Drug Mart OMNIMAX

Theatre thrills the senses with daily screenings. One of the top ten domed theatres in the world, the OMNIMAX Theatre wraps 24 metres of image and 13,000 watts of sound around the viewer.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
TTY/TDD (416)963-7905
Toll Free 1-800-263-2887
Fax (416)963-8781
www.trilliumfoundation.org
8:30 - 5:00

The Ontario Trillium Foundation is an agency of the Ministry of Tourism, Culture and Recreation. Trillium provides funds to **charitable** and not-for-profit organizations that benefit the community. Trillium also delivers, on behalf of the Ministry of Tourism, Culture and Recreation, the Access Fund and Community Connections.

ROYAL BOTANICAL GARDENS

680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)527-1158x222 (Pappus Editor)
(905)527-1158x229 (Membership Sales and Information/Memorials/Gifts-In-Kind)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x270 (Public/Education Programs Registration)
(905)577-7771 (RBG Auxiliary)
(905)527-1158x291 (Group Tour Bookings)
(905)527-1158x276 (Nature Interpretive Centre)
(905)529-2920 (Gardens' Cafe)
(905)527-5577 (Gardens' Shop)
(905)527-1158x246 (Library)
(905)527-1158x223 (Festivals/Events Information Hotline - summer)
(905)527-1158x273 (Facility Rentals)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)527-8734 (Director's Office)
Fax (905)577-0375
www.rbg.ca
9:00 - 5:00

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educationa**l programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, **gift shop** and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5549
TTY (416)586-5550
Fax (416)586-8022 (Marketing Communications)
Fax (416)586-5733 (Board of Trustees)
Fax (416)586-5703 (Membership)
Fax (416)586-5863 (Central)
Fax (416)586-5827 (Human Resources)
Fax (416)586-5685 (President and Chief Operating Officer)
Fax (416)586-5649 (ROM Foundation)
Fax (416)586-8044 (Vice Presidents)
www.rom.on.ca

The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **education**al programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, **gift shop**s and a café. The museum is open to the public Monday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Fridays effective Oct 22/99) and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 8:00 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5660
Fax (416)586-5649

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private-sector fundraising to enhance the **museum**'s programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH

100 Ramsey Lake Rd
Sudbury P3E 5S9
General Inquiry (705)522-3701
Fax (705)522-1283 (Exhibit)
Fax (705)522-4954 (Administration)
Fax (705)522-8551 (CEO's Office)
www.sciencenorth.ca
8:30 - 5:00

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **education**al science programs through its three floors of interactive activities. Science North attractions include a science centre, IMAX **film** theatre, Virtual Voyages - Motion Simulator, and the F. Jean MacLeod Butterfly Gallery. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3D-films, object theatres, **gift shop** and dining facilities. Dynamic Earth, an earth science interactive centre that includes an

underground tour is under construction and is scheduled to open in the spring of 2003 as a new Science North attraction.

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8270
www.mtccc.com

The Metro Toronto **Convention** Centre Corporation is an agency of the Ministry of Tourism, Culture and Recreation. Since its opening on October 1984, the centre has earned a reputation as a world class facility hosting more that 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat theatre, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administrative Bldg
7400 Portage Rd
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com

The Niagara **Parks** Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, **gift shop**s, **historic** sites, **golf course**s and a horticultural school. The commission administers the Niagara Parks Act.

ONTARIO LOTTERY AND GAMING CORPORATION

Suite 420, 4120 Yonge St
Toronto M2P 2B8
General Inquiry (416)224-1772
(705)946-6464 (Sault Ste Marie)
Toll Free 1-800-387-0098 (Consumer Inquiries)
TTY Toll Free 1-800-563-5357
Fax (416)224-7000 (Toronto - General)
Fax (705)946-6600 (Sault Ste Marie - General)

The purpose of the Ontario Lottery and Gaming Corporation (OLGC) is to deliver gaming entertainment to maximize economic benefits for Ontarians in an efficient and socially responsible manner. On April 1, 2000, the government of Ontario merged the mandates and operations of the Ontario Lottery Corporation (OLC) and the Ontario **Casino** Corporation (OCC) to form the OLGC. The OLGC reports to the Minister of Tourism, Culture and Recreation. As a Crown corporation, the OLGC is responsible for four business units: province-wide lottery games; charity and aboriginal casinos; slot machine facilities at racetracks; and commercial casinos.

ONTARIO PLACE CORPORATION

955 Lakeshore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com

Ontario Place Corporation manages a major provincial and local tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. In a 96-acre waterfront, urban park setting in the municipality of Metropolitan Toronto, includes Cinesphere - the giant screen IMAX theatre (open all year); The Molson Amphitheatre; the Island Club; exhibition pavilions; live entertainment; Atlantis complex (open all year); restaurants; snack bars; souvenir shops; a marina; Rush River Raft Ride; Mega Maze; MARS - a simulated ride; pedal boats; bumper boats; the Wilderness Adventure Ride, the Canadian destroyer HMCS Haida; mini golf; and Children's Village with a water play area and play apparatus. Ontario Place is open from mid-May to Labour Day. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.gov.on.ca

The Ontario **Tourism** Marketing Partnership Corporation is an organization that has responsibility for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism, Culture and Recreation and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involves a wide range of tourism stakeholders in the development and implementation of strategic tourism initiatives.

MARKET DEVELOPMENT

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Fax (416)314-7563

The Market Development service undertakes partnership coordination, marketing planning and analysis, product packaging, and event marketing initiatives on behalf of the Ontario Tourism Marketing Partnership Corporation.

SALES

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
(416)314-7570 (Operator)
Toll Free 1-800-668-2746 (Consumer Information Service - Ontario)
Fax (416)314-7563

Sales works with receptive and international tour operator markets to sell Ontario **tourism** experiences. Within Ontario, it operates 11 year-round **Travel** Information Centres and seven seasonal - which operate generally from mid-May to Labour Day (three open to Thanksgiving).

Twenty-four hour, seasonally recorded reports are available for alpine and cross-country **skiing**, spring blossoms and **fall colour**s. Travel Centres and telephone numbers are listed under separate entries.

OTTAWA CONGRESS CENTRE

55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Fax (613)563-7646

The Ottawa Congress Centre forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ST CLAIR PARKS COMMISSION

PO Box 700
Corunna N0N 1G0
General Inquiry (519)862-2291
Fax (519)862-2294
www.stclairparkway.com
8:30 - 4:30

The St. Clair **Parks** Commission is a regional parks system made up of 18 facilities and over 500 acres of mainly waterfront parkland along the St. Clair River. The commission is located within Kent and Lambton counties, including the city of Sarnia. The vision of the commission is to preserve access to waterfront property for public use, and to promote tourism in cooperation with other agencies.

ST LAWRENCE PARKS COMMISSION

RR 1
Morrisburg K0C 1X0
General Inquiry (613)543-3704
(613)542-7388 (Fort Henry, Kingston)
TTY (613)542-2956 (Fort Henry, Kingston)
TTY (613)543-4181
Toll Free 1-800-437-2233
Fax (613)543-2847
8:15 - 4:30

The St. Lawrence **Parks** Commission, an agency of the Ontario Government, manages recreational areas known collectively as the "Parks of the St. Lawrence." The Parks of the St. Lawrence has become one of the largest tourism destinations in Eastern Ontario, extending 280 km from the Bay of Quinte to the Province of Quebec. Facilities include thousands of hectares of park land and attractions on the St. Lawrence Heritage Corridor that provide a major source of recreational opportunities for residents and visitors to the Eastern Ontario Gateway to Ontario. Parks of the St. Lawrence attractions include Upper Canada Village, Fort Henry, Queen Elizabeth Gardens, Crysler Park Marina, Upper Canada Golf Course, Upper Canada Migratory Bird Sanctuary, Long Sault Parkway and 1000 Islands Parkway, a series of 12 riverside day-use area parks and campgrounds, recreational trails and several restaurants and gift stores.

ACTS

Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Community Recreation Centres Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner museum of Ceramic Art Act
German Pioneers Day Act, 2000
Historical Parks Act
McMichael Canadian Art Collection Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism and Recreation Act
Niagara Parks Act
Ontario Heritage Act
Ontario Lottery and Gaming Corporation Act, 1999
Ontario Place Corporation Act
Ottawa Congress Centre Act
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act
St. Clair Parks Commission Act, 2000
St. Lawrence Parks Commission Act
Tartan Act, 2000
Tourism Act

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1600
Toll Free 1-800-387-5514 (Outside the 416 Area Code)
www.edu.gov.on.ca
8:30 - 5:00

The Ministry of Training, Colleges and Universities develops policy for Ontario Colleges of Applied Arts and Technology; provides Ontario colleges and universities with funding, as allocated by legislature; delivers the Ontario Student Assistance Program; gives universities the authority to grant degrees; and registers private vocational schools. The ministry also develops policy for adult education and labour market training and mobility; conducts labour market research; provides a network of community-based agencies funded to deliver training, employment, literacy and basic skills services to youth and adults; represents Ontario in its negotiations with the federal government on training issues; and administers and regulates the apprenticeship program for skilled oocupations, under the Apprenticeship and Certification Act.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and coordinating advertising.

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and

Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Planning and Services Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition, organization development and training development.

FREEDOM OF INFORMATION AND PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2626
Fax (416)327-9043
8:00 - 5:30

The Freedom of Information and Privacy (FOIPP) Unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

INTERNAL AUDIT SERVICES

11th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)314-3451
Fax (416)314-3467

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

INFORMATION TECHNOLOGY SERVICES

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Helpline)
Fax (416)325-2262

Information Technology Services is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the 25 Colleges of Applied Arts and Technologies (**CAATs**) including program quality and **standards**. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, Aboriginal education strategy, **French** language education, and distance education. It administers operating and capital grants, and monitors financial performance.

Services offered to the Public:
CAAT Capital Support Program
CAAT Operating Support Program
CAAT Program Quality Program

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
(807)343-7260 (Students Attending An Out-of-Province Institution Only)
(900)565-6727 (Automated Voice Response System - $2.00 Per Call)
Toll Free 1-800-667-4938 (Millenium Scholarship)
Toll Free 1-800-491-2248 (Income Tax Set-Off)
TTY 1-800-465-3958
Toll Free 1-800-465-3023 (Accounts Receivable Telephone)
Fax (807)343-7278
osap.gov.on.ca

Financial assistance in the form of loans, **grants**, and/or **bursaries** is available to Ontario postsecondary **students** for educational costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by OSAP. Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, as well as details on all of the programs are available directly from the **OSAP** Web site at osap.gov.on.ca.

Services offered to the Public:
Aird Scholarship
Bursary for Students with Disabilities
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions
Canada Millennium Scholarships
Canada Student Loans
Canada Student Loans for Part-Time Studies
Canada Study Grant for High Need Part-Time Students
Canada Study Grant for Students with Dependents
Canada Study Grant for Women in Doctoral Studies
Child-Care Bursary Plan
Fellowships for Studying in French
Interest Relief Plan
Loan Forgiveness Program

Ontario Graduate Scholarship
Ontario Special Bursary Plan
Ontario Student Assistance Program
Ontario Student Loans Plan
Ontario Student Opportunity Grant
Ontario Work Study Plan
Ontario-Quebec Exchange Fellowship
Sir John A. MacDonald Graduate Fellowship in Canadian History
Summer Language Bursary Program

UNIVERSITIES BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French**-language **education** and programming, distance education, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:
Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2990
Fax (416)325-2995

The Training Division is responsible for the management and operation of employment and training programs including Apprenticeship, Job Connect, Ontario Summer Jobs, Literacy and Basic Skills, youth employment services and training services for employers and initiatives to improve access to professions and trades for foreign-trained Ontarians. The Division has responsibility for **labour** market policy and research and liaison with TVOntario. The Office of the Assistant Deputy Minister of Training oversees the operation of: the Labour Market Policy, Planning and Research Branch; the Workplace Preparation Branch; and the Workplace Support Branch. In addition, the division is responsible for the Apprenticeship Reform Project and International Projects.

APPRENTICESHIP REFORM PROJECT

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-3107
Fax (416)326-6573

The **Apprenticeship** Reform Project has a mandate to lead the process of reforming Ontario's apprenticeship system, including the legislative and funding framework. New directions for apprenticeship were announced in January 1998.

LABOUR MARKET POLICY PLANNING AND RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872

The Labour Market Policy, Planning and Research (LMPPR) Branch is responsible for the development of labour market and training policy for Ontario. LMPPR provides the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; manages relations with the federal government and other provinces for labour market issues; promotes the mobility of professionals and tradespeople; and manages the government's relationship with the Ontario Educational Communications Authority (aka "TVOntario").

ACCESS TO PROFESSIONS AND TRADES UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6260
Fax (416)326-6265
8:30 - 5:00

The Access to Professions and Trades Unit continues the development and implementation of strategies to reduce barriers for foreign-trained professionals and tradespeople to practise the occupations for which they have been trained. The unit works in partnership with the federal government, educational institutions, and occupational regulatory bodies for improved **assessment** of foreign academic credentials.

LABOUR MARKET INFORMATION/RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

The Labour Market Policy Development and Intergovernmental Relations unit provides macro-level policy development for labour market issues, and coordinates the ministry's involvement in intergovernmental initiatives and negotiations in the area of labour market development, including labour mobility issues.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6815
Fax (416)326-6644

Local Boards Liaison/Community Relations supports the work of 25 local boards across Ontario, in cooperation with Human Resources Development Canada.

PLANNING AND EVALUATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820

The Planning and Evaluation Unit leads the planning and evaluation processes for the division.

POLICY COORDINATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Policy Coordination Unit provides policy coordination services for the division; liaison with the Ontario Educational Communications Authority (TVOntario); issues management; policy support to programs, and policy analysis regarding broader labour market issues.

WORKPLACE PREPARATION BRANCH

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (JobGrow and Training Hotlines)
TTY (416)326-5493
Toll Free 1-888-562-4769 (JobGrow and Training Hotlines)
Toll Free 1-800-387-5656 (JobGrow and Training Hotlines)
Fax (416)326-5911
Fax (416)325-5505

The **Workplace** Preparation Branch sets the standard for leading edge **employment** and adult **literacy** services across Ontario that are proven to be valued by clients, employers and communities, results-based and cost-effective. The branch does this by operating the toll-free JobGrow and **Training** Hotlines that provide employment and training program information to the public. The branch also administers literacy and employment services through an extensive network of local agencies across Ontario. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer **Jobs** Service, JobGrow and Training Hotlines.

Services offered to the Public:
Job Connect

LITERACY AND BASIC SKILLS

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY (416)326-5493
Fax (416)326-5505
www.edu.gov.on.ca./eng/training/literacy/main.html

The **Literacy** and Basic Skills (LBS) funds adult literacy programs offered by community agencies, school boards, and Colleges of Applied Arts and Technology (CAATs). Adults who wish to improve their literacy skills should contact their local LBS agency. LBS services are offered throughout the province to learners in four streams: Anglophone, Francophone, Native and Deaf. Information about literacy services in your community may be found in the Yellow Pages directory under "Learn". For more information about Francophone services, look under "Apprendre", or call 1-800-636-8616. You may call the JobGrow and Training Hotline at 1-800-387-5656; in Metro Toronto call 416-326-5656.

Services offered to the Public:
Literacy and Basic Skills Program

WORKPLACE SUPPORT SERVICES BRANCH

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00

The Workplace Support Services Branch develops, coordinates, implements, and evaluates **apprenticeship** and other **training** leading to **certification** in skilled occupations; provides expert advice on workplace needs **assessment**, training plans and human resources development; and works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT/APPRENTICESHIP AND CLIENT SERVICES

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
Toll Free 1-800-387-5656 (Training Hotline)
Fax (416)326-5445
www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

Apprenticeship is a hands-on training program for people who want to work in a skilled trade and who enjoy learning by doing. Updated information about apprenticeship opportunities, including details about **jobs** in four major areas: Auto Service, Construction, Manufacturing, and the Service sector is now available on the ministry's public Web site. English menu page: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html. French menu page: www.edu.gov.on.ca/fre/training/apprenticeship/appren.html

Services offered to the Public:
Adjustment Advisory Services
Ontario Youth Apprenticeship Program

CENTRAL DISTRICT FIELD OFFICES

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1431
Fax (705)737-5684
8:30 - 5:00

MISSISSAUGA
Suite 610, 10 Kingsbridge Garden Cir
Mississauga L3R 3K6
General Inquiry (905)279-7333
Toll Free 1-800-736-5520
Fax (905)279-7332
8:30 - 5:00

PICKERING
Unit 1, 1420 Bayly St
Pickering L1W 3R4
General Inquiry (905)837-7721
Toll Free 1-800-461-4608
Fax (905)837-6726
Toll Free Fax 1-800-461-5385
8:30 - 5:00

TORONTO
1st Flr, 625 Church St
Toronto M7A 2B5
General Inquiry (416)326-5800
Fax (416)326-5799
8:30 - 5:00

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE
Canada Trust Bldg
3rd Flr, 1 Bridge St E
Belleville K8N 5N9
General Inquiry (613)968-5558
Toll Free 1-800-953-6885
Fax (613)968-2364
8:30 - 4:30

BROCKVILLE
Ontario Government Bldg
Oxford Ave
PO Box 1511
Brockville K6V 5Y6
General Inquiry (613)342-5481 (Mon/Wed/Fri Only)
Toll Free 1-877-417-9333
Fax (613)342-9299
8:30 - 4:30

CORNWALL
113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)938-9702
Toll Free 1-877-668-6604
Fax (613)938-6627
8:30 - 4:30

KINGSTON
Suite 306, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4338
Toll Free 1-877-220-2721
Fax (613)545-1204
8:30 - 5:00

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-7100
Fax (613)731-4160
8:30 - 5:00

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-3911
Toll Free 1-800-807-0227
Fax (613)735-6452
8:30 - 4:30

PETERBOROUGH
Ontario Government Bldg
306 George St N
Peterborough K9J 3H2
General Inquiry (705)745-1918
Toll Free 1-877-433-6555
Fax (705)745-1926
8:30 - 4:30

NORTHERN DISTRICT FIELD OFFICES

KENORA
Suite 105, 810 Robertson St
Kenora P9N 4J5
General Inquiry (807)468-2879
Toll Free 1-800-734-9572 (Within 807 Area Code)
Fax (807)468-2881
8:30 - 4:30

NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
General Inquiry (705)495-8515
Toll Free 1-800-236-0744 (Within 705 Area Code)
Fax (705)495-8517
8:30 - 4:30

SAULT STE MARIE
Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-6815
Toll Free 1-800-236-8817
Fax (705)945-6818
8:30 - 5:00

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030
Toll Free 1-800-603-5999
Fax (705)564-3033
8:30 - 5:00

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Toll Free 1-800-439-5493
Fax (807)343-7240
8:30 - 5:00

TIMMINS
Ontario Government Complex C Wing
1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Toll Free 1-877-275-5139 (Within 705 Area Code)
Fax (705)235-1955
8:30 - 4:30

WESTERN DISTRICT FIELD OFFICES

BRANTFORD
Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Fax (519)756-0724
8:30 - 4:30

CHATHAM
870 Richmond St
PO Box 220
Chatham N7M 5K3
General Inquiry (519)354-2766
Toll Free 1-800-214-8284
Fax (519)354-3094

HAMILTON
Ontario Government Bldg
5th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Fax (905)521-7701
Fax (905)521-7180 (Adjustment Adviser)
8:30 - 5:00

LONDON
Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Fax (519)675-7795
8:30 - 5:00

OWEN SOUND
Nor-Towne Plaza
Suite 108, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5790
Toll Free 1-800-838-9468
Fax (519)376-4843
8:30 - 4:30

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30

ST CATHARINES
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2991
Toll Free 1-800-263-4475
Fax (905)704-2985
8:30 - 4:30

WATERLOO
285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-265-6180
Fax (519)571-6047
8:30 - 5:00

WINDSOR
2nd Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1441
Toll Free 1-800-663-5609
Fax (519)973-1415
8:30 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Development and **Standards** unit develops long-term, on-the-job **apprenticeship training** programs which provide individuals with certified competency in traditional skilled occupations such as electrician and tool and die maker, and new occupations, such as child and

youth worker; develops short-term, competency-based modular training programs; develops (in partnerships with **employers**, industry and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial** Standards (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.

PROGRAM SUPPORT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY

4th Flr Suite 403, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)325-2914
Fax (416)325-2917

The Ontario Council of Regents for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ministry of Colleges and **Universities** Act. The council has three roles. First, it provides strategic policy advice to the Minister of Training, Colleges and Universities to promote and encourage the effectiveness of Ontario's 25 Colleges of Applied Arts and Technology. Second, the council is responsible for the overall quality of governance of the colleges, including the responsibility to appoint the members of individual college boards. Third, the council, through the Colleges' Collective Bargaining Act, is the employer's agent for collective bargaining and related Human Resource Management issues.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

5th Flr, 2180 Yonge St
Box 200 Stn Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
Fax (416)484-6285 (Audience Relations)
Fax (416)484-6281 (Senior Corporate Counsel)
Fax (416)484-4234
www.tvontario.org

Within the context of the Ontario Educational Communications Authority Act, the federal Broadcasting Act and its CRTC licences, OECA/OTEO produces and distributes quality educational programs and services to Ontarians on two **television** networks: TVO (English-language) and TFO (French-language). The mission of OECA/OTEO is to encourage learning and understanding, extend opportunities for individual growth and help Ontarians harness technology for educational purposes, develop the skills they require to successfully participate and compete in a world of rapid change and global challenge. The organization is funded by provincial **grants**,

supplemented by federal grants and contributions from individual viewers and private corporations, as well as revenues from sales of rights to its programs.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate **Scholarship** - Selection Board provides advice and recommendations to the Minister of Training, Colleges and Universities concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4016
Fax (416)325-9253
9:00 - 5:00

The Ontario Student Assistance Appeal Tribunal advises the Minister of Training, Colleges and Universities on financial assistance given to the Ontario Student Assistance Program applicants.

ACTS

Apprenticeship and Certification Act, 1998
Colleges Collective Bargaining Act
Degree Granting Act
Ministry of Training, Colleges and Universities Act
Ontario Educational Communications Authority Act
Post-Secondary Education Choice and Excellence Act, 2000
Private Vocational Schools Act
Trades Qualification and Apprenticeship Act
University Foundations Act, 1992

MINISTRY OF TRANSPORTATION

Garden City Tower
301 St Paul St
St Catharines L2R 7R4

Mailing Address:
Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8

Toll Free 1-800-268-4686 (General Inquiry)
TTY (905)704-2426
Fax (416)327-9185 (Queen's Park)

The Ministry of Transportation is responsible for ensuring a safe, sustainable, efficient and high-quality transportation network. The ministry sets safety standards; establishes and enforces road user safety regulations; sets design and maintenance standards; and manages the construction and maintenance of the provincial transportation network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Safety and highway preservation will continue to be the key priority.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-2496
Fax (416)327-2591
8:30 - 5:00

The Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections: Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

LEGAL SERVICES BRANCH

Bldg B
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924
8:00 - 5:15

The Legal Services Branch provides the ministry with legal services, including advice on driver and vehicle licensing matters. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00

The Corporate Services Division is responsible for providing business support to the core businesses of the ministry in managing its financial, human resources and facilities.

FACILITIES AND OPERATION SERVICES BRANCH

Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2092
Fax (905)704-2833
8:00 - 5:00

The Facilities and Operation Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, facilities and accommodation services, service management and customer information services, as well as other corporate operation services. The Executive Office, Service Management Office, Facilities Management Office, and Customer Information Services Office form the foundation of this branch.

CUSTOMER INFORMATION SERVICES OFFICE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2200
Fax (905)704-2001
8:30 - 5:00

The Customer Information Services Office is located in St Catharines and provides effective, accurate and timely information for the media, the general public and for other business units within MTO and other ministries throughout the Ontario Government.

MTO INFO (INQUIRY CENTRE)

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto)
TTY (905)704-2426
Toll Free 1-800-268-4686
Fax (905)704-2001
www.mto.gov.on.ca/english/faq
8:30 - 5:00

MTO INFO Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services, and provides direct referral to specific MTO experts. MTO INFO maintains an Internet public site detailing frequently asked questions at: http://www.mto.gov.on.ca/english/faq/.

MTO ROAD CONDITION INFORMATION

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-1110 (Toronto - 24 Hour Automated)
Toll Free 1-800-268-4686 (24 Hour Automated)
Fax (905)704-2001
9:00 - 5:00

The MTO Road Condition Information office handles the collection, dissemination, distribution, and the service quality management of road condition information and summer construction road information. Road condition information is available 24 hours, 7days/week through an automated voice messaging system that is updated four times per day. The same scripted information, updated as frequently as the voice messaging system is available on the Internet public site at: http://www.mto.gov.on.ca/english. General **traffic** information, including traffic cameras, for the Greater Toronto Area can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:30 - 4:30

The Finance Branch provides the ministry with financial direction, planning, management and financial quality assurance services, and serves as financial liaison with Management Board, Ministry of Finance, Cabinet Committee on Privatization and SuperBuild, and other Ontario government ministries and agencies. The branch is organized into three main functional areas: budget, financial strategies, and financial quality assurance.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:30 - 5:00

Human Resources Branch provides corporate leadership and strategic human resources planning and consulting services in the development of human resources plans, practices, and systems to support the ministry's priorities and business plans. Branch staff provide consulting services to the executives, ministry's Human Resources community, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include consulting and technical sevices on Labour Relations, Occupational Health and Safety, Equal Opportunity, French Language Services, Service Management and Modern Controllership, Human Resources Consulting Services, Human Resources Strategic, and Business Planning.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00

The Operations Division is responsible for the delivery of transportation facilities and services to all client groups. The Operations Division is responsible for building and maintaining the provincial highway system and remote **airports**; building and operating some **ferry** services; driver and vehicle licensing; driver examinations; commercial vehicle **inspection** and highway carrier **enforcement**. This is done through the Construction and Operations Branch and Program Management Branch at head office and through five regions, 11 district engineering offices, and a number of driver and vehicle offices. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:00 - 4:30

The Construction and Operations Branch is responsible in the areas of construction, maintenance, property, corridor, and claims for the development of operating policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency, and identification of needs for change and improvement as well as availability of professional expertise. This branch is also responsible for the operation of the government garage; coordination of the ministry's response to provincial emergencies; pre-qualification of contractors, preparation of official estimates for construction contracts; preparation of construction and maintenance contracts; bid enquiries; resolution of engineering claims appealed to the Assistant Deputy Minister of Operations; resolution of public claims against the ministry and claims by the ministry; and Ontario Municipal Board **arbitration** of property expropriation.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:00 - 5:00

The **Claims** Office is responsible for resolving public claims against the ministry as follows: Operational policies and procedures related to public claims against the ministry or claims; the negotiation and settlement of claims against the ministry, for which the ministry is not insured, including well claims and insurance claims due to **construction** vibration, **drainage**/flooding, dust, and blasting; recovery of damage to crown property; payment to municipal fire departments for attendance on crown highways; recovery of municipal fire department costs from responsible parties/insurance companies; liaising on claims for damage or loss of employee personal property through negligence of the ministry; and liaising on claims where incorrect or outdated Drivers and Vehicles information results in financial loss or inconvenience.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
8:00 - 5:00

The **Construction** Office deals with policies, management, and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and awards contracts. The Qualification Control Section is responsible for the administration of the ministry's system of qualifications for road and bridge construction and maintenance **contractors**. The Estimating Section prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appealed to the Assistant Deputy Minister, Operations Division and develops the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:00 - 5:00

The Maintenance Office develops quality **standards** and operating policies for the maintenance of the provincial highway system, and develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's/Ontario Government's vehicles and equipment. The office includes the Government Garage which provides fleet services to senior government officials. The office also provides technical leadership and training in the areas of highway maintenance, new maintenance technology contracting, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance data management, and coordination of transportation related issues and operations during provincial emergencies.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:15 - 4:30

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, **land** management, sales, and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes; and prepares all **arbitration** cases proceeding before the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 4:30

The Program Management Branch (PMB) provides corporate management and support to the delivery of the provincial highways management core business. PMB supports the Provincial Highways Management (PHM) core business through the provision of coordinated business planning, strategic use of IT resources within PHM, coordinated program planning and evaluation, consolidated financial management, and efficient administrative services.

PROGRAM AND RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Program and Resources Management Office is responsible for overall management and control for the Provincial Highways Management core business. In the area of program management, the office works to develop and manage current and multi-year capital programs, develop proposals and options for special and partnership programs, and provides input, support, and leadership for testing and implementation of the multi-year capital program. In the area of resources management, the office manages allocations and expenditure dollars for Operations and Maintenance Program, Special Projects, and First Nations funding. It also provides analysis for risk management of allocations, liaison between field and corporate offices to ensure process control, implementation and accountability, and provides training for the financial aspects of the contract administration processes as well as input, support and leadership for testing and implementing Capital Improvement Delivery (CID) System.

PROGRAM DEVELOPMENT AND EVALUATION OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Program Development and Evaluation Office coordinates the overall highway system conditions and establishes the capital funding requirements based on the system needs. They are also responsible for development and evaluation of the five-year capital investment plan for the Provincial Highways Management core business. In the area of asset management, the office is working to create a systematic framework to streamline investment and decision making for both highway expansion and presentation of the existing network. The Asset Management Business Framework will provide decision making with the tools, methods and guidelines to consider the transportation investments that will be the most effective, from both an economic and technical perspective.

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Resources Planning Office aids divisional leadership through operational strategic planning and implementation. Main functions encompass the planning, development and coordination of: organizational and business practices including business and human resources planning; technical communications and marketing; technical training programs; and special projects management.

REGIONAL AND DISTRICT OFFICES

Regions and Districts perform delivery functions for the Operations, Administration, Policy and Planning, and Safety and Regulation programs and, in Northwestern Region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial Highways, and **Driver** and **Vehicle**s Areas. The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northern Region) and Thunder Bay (Northwestern Region) do the route planning, design, construction and maintenance for the provincial highway system and the field administration of the driver and vehicle responsibilities.

REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial **highways**; the administration of the Municipal Transportation Subsidy Programs; the examination and licensing of drivers; the **registration** and licensing of motor vehicles; and the **enforcement** of highway carrier regulations.

CENTRAL REGION (TORONTO)
Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00

ENGINEERING OFFICE

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436
8:30 - 5:00

The Engineering Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.

CORRIDOR MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5385
Toll Free 1-866-636-0663
Fax (416)235-4267
8:30 - 5:00

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.

DRAINAGE AND HYDROLOGY ENGINEERING

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00

In the practice of drainage and **hydrology**, the Ministry of Transportation adopts methods and options that achieve the transportation objectives, that would enhance highway safety, optimize capital cost for drainage infrastructure, and protect the natural environment. In the development of highway drainage plans, the Drainage and Hydrology Engineering unit works in collaboration with MTO highway engineers, environmental planners, consultants, the conservation authorities, municipalities, and provincial and federal agencies to achieve those objectives. The ministry, through the Public Transportation and Highway Improvement Act, is mandated to regulate all developments adjacent to the highway. A drainage review for those developments is required as part of the permit process to ensure that highway safety and adverse impacts to the highway are appropriately addressed.

HIGHWAY ENGINEERING - DURHAM AND NIAGARA
Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00

HIGHWAY ENGINEERING - METRO AND YORK
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5527
Fax (416)235-4008
8:30 - 5:00

HIGHWAY ENGINEERING - PEEL, HALTON AND HAMILTON
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00

PROPERTY SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4953
Fax (416)235-4940
8:30 - 5:00

The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highway in Ontario. This involves the determination of settlement of compensation arising from the acquisition of **land** or interests in the land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the property Section is responsible for the management, leasing, and disposal of property declared surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss claims arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

SURVEYS AND PLANS SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:30 - 5:00

Surveys and Plans Section provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes, firstly, for acquiring lands for highway construction, secondly, for disposing surplus properties after construction and thirdly, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfer, closing and assumption of the provincial highway network.

PLANNING AND ENVIRONMENTAL OFFICE

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
(905)704-2177 (St Catharines)
Fax (416)235-4940
Fax (905)704-2044 (St Catharines)
8:30 - 5:00

The Planning and Environmental Office routes location/concept design studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection, and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

REGIONAL DRIVERS AND VEHICLES

The Central Region Drivers and Vehicles Office, consisting of the Driver Examination Centres / MTO Issuing Offices and Enforcement Offices, reports to the Safety and Regulation Division.

EASTERN REGION (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295 (General Inquiry)
Fax (613)547-1774 (Regional Operations)
Fax (613)545-4607 (Health & Safety)
Fax (613)547-1777 (Regional Director)
Fax (613)547-1772 (Construction)
Fax (613)540-5106 (Planning & Design)
Fax (613)540-5154 (Property)
Fax (613)545-4786 (Main Switchboard)
Fax (613)540-5159 (Drivers & Vehicles)
Fax (613)545-4848 (Human Resources)
Fax (613)545-4821 (Engineering, Structural, Surveys & Plans, Geotechnical)
8:15 - 5:00

DISTRICT NO 42 (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Fax (613)547-1774
8:30 - 5:00

DISTRICT NO 42 (OTTAWA)
530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Fax (613)748-5297
8:30 - 5:00

DISTRICT NO 43 (BANCROFT)
50 Monck St
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487 (General & Road Info)
Fax (613)332-3751
8:30 - 5:00

REGIONAL DRIVERS AND VEHICLES
355 Counter St
Kingston K7L 5A3
Toll Free 1-800-600-9933 (Enforcement)
Toll Free 1-800-267-0293 (General Inquiry)
Fax (613)540-5159
8:30 - 5:00

KINGSTON DISTRICT OFFICE - DRIVER EXAMINATION CENTRE
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
Toll Free 1-800-267-0293
Fax (613)545-4632
8:30 - 5:00

BANCROFT - DRIVER EXAMINATION CENTRE
50 Monck Rd
PO Box 300
Bancroft K0L 1C0
General Inquiry (613)332-4441
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)332-2337

BELLEVILLE - DRIVER EXAMINATION CENTRE
Unit 12, 345 College St E
RR 6
Belleville K8N 4Z6
General Inquiry (613)962-8661
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)962-6566
8:30 - 5:00

BROCKVILLE - DRIVER EXAMINATION CENTRE
2211 Parkedale Ave
Brockville K6V 6B2
General Inquiry (613)342-9772
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)342-0573
8:30 - 5:00

LINDSAY - DRIVER EXAMINATION CENTRE
Rm 131, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6431
Toll Free 1-800-600-9933 (Enforcement)
Fax (705)324-6131

PETERBOROUGH - DRIVER EXAMINATION CENTRE
749 Erskine Ave
Peterborough K9J 7Y6
General Inquiry (705)745-9066
Toll Free 1-800-600-9933 (Enforcement)
Fax (705)745-2615
8:30 - 5:00

OTTAWA DISTRICT OFFICE - DRIVER EXAMINATION CENTRE
1570 Walkley Rd
Ottawa K1P 6P5
(613)731-1474 (Oversize/Overweight Permits)
(613)731-3731/3962 (Driver Examination)
(613)731-3803 (Prorate/IRP)
Toll Free 1-800-267-0293
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)731-1444
8:30 - 5:00

CORNWALL - DRIVER EXAMINATION CENTRE
120 Tollgate Rd W
Cornwall K6J 5M3
General Inquiry (613)933-8921
(613)933-4297 (Prorate/IRP)
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)933-3197
8:30 - 5:00

HAWKESBURY - DRIVER EXAMINATION CENTRE
692 Main St
Hawkesbury K6A 1B3
General Inquiry (613)632-4638
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)632-5387

PEMBROKE - DRIVER EXAMINATION CENTRE
513 Eganville Rd
Pembroke K8A 4E6
General Inquiry (613)732-7041
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)732-4014
8:30 - 5:00

RENFREW - DRIVER EXAMINATION CENTRE
740 Stewart St N
Renfrew K7V 4G8
General Inquiry (613)432-4556
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)432-7455

SMITHS FALLS - DRIVER EXAMINATION CENTRE
283 Brockville St
Smiths Falls K7A 4Z6
General Inquiry (613)283-2815
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)283-2448

WINCHESTER - DRIVER EXAMINATION CENTRE
Unit 1, 12028 Dawley Dr
Winchester K0C 2K0
General Inquiry (613)774-2206
Toll Free 1-800-600-9933 (Enforcement)
Fax (613)774-1965

NORTHERN REGION (NORTH BAY)
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)497-5532 (Regional Director)
(705)472-7900 (Main Switchboard)
Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
Toll Free 1-800-461-9547 (Within Area Code 705)
Fax (705)497-5422 (Main Switchboard)
Fax (705)497-5409 (Regional Director)
8:30 - 5:00

OPERATIONS OFFICE
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900x6915
Fax (705)497-6877
Fax (705)497-5524 (Garage)
8:30 - 5:00

DISTRICT NO 52 (HUNTSVILLE)
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-2391
Toll Free 1-800-255-7814
Fax (705)789-3606
8:30 - 5:00

DISTRICT NO 53 (NEW LISKEARD)
500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
General Inquiry (705)647-6761
(705)647-5406 (Drivers & Vehicles)
Toll Free 1-800-720-1120
Fax (705)647-4571
8:30 - 5:00

COCHRANE AREA OFFICE - DISTRICT 53
50 Third Ave
PO Box 5000
Cochrane P0L 1C0
General Inquiry (705)272-4333
Toll Free 1-800-806-6649 (Winter Road Conditions)
Toll Free 1-800-280-1465
Fax (705)272-6448
8:30 - 5:00

DISTRICT NO 54 (SUDBURY)
5th Flr Suite 503, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7722
Toll Free 1-800-222-1047 (Main Switchboard)
Toll Free 1-800-461-9523 (Winter Road Conditions)
Fax (705)564-3025 (Construction)
Fax (705)564-3144 (Main Switchboard)
Fax (705)564-2949 (District Engineer)
8:30 - 5:00

NORTH BAY AREA OFFICE-DISTRICT NO 54
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5537
Fax (705)497-6800 (Area Office)
8:30 - 5:00

REGIONAL DRIVERS AND VEHICLES
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900x6277
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-461-9548 (Demerit Points Interviews)
Fax (705)497-5439
8:30 - 5:00

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES

ESPANOLA
Ontario Government Complex
148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-4884
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)869-5865
8:30 - 5:00

HUNTSVILLE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-3459
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)789-9533
8:30 - 5:00

KAPUSKASING
West Rd Hwy 11
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-4290
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)335-8765
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A2
General Inquiry (705)568-4510
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)568-4515
8:30 - 5:00

NEW LISKEARD
500 Rockley Rd
New Liskeard P0J 1P0
General Inquiry (705)647-5406
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)647-4571
8:30 - 5:00

NORTH BAY
Ontario Government Bldg
Suite 103, 477 McKeown Ave
North Bay P1B 9S9
(705)497-5411 (Enforcement Office)
(705)497-5412 (Drivers & Vehicles)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)497-5533 (Drivers & Vehicles)
Fax (705)497-5415 (Enforcement)
8:30 - 5:00

SUDBURY
Montrose Mall
782 Lasalle Blvd
Sudbury P3A 4V4
General Inquiry (705)566-0315
(705)566-0315x233 (Enforcement Office)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)564-3026
8:30 - 5:00

TIMMINS
Ontario Government Complex E Wing
Hwy 101 E
Postal Bag 4000
South Porcupine P0N 1H0
General Inquiry (705)235-1460 (Timiskaming & Cochrane)
(705)235-1469 (Enforcement Office)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)235-1475
8:30 - 5:00

NORTHWESTERN REGION (THUNDER BAY)
615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-465-5032 (Road Info)
Fax (807)473-2157
Fax (807)473-2165 (Director)
8:00 - 5:00

DISTRICT NO 61 (THUNDER BAY)
1st Flr, 615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2044
Fax (807)473-8423
8:15 - 4:30

KENORA AREA OFFICE
808 Robertson St
PO Box 5070
Kenora P9N 3X9
General Inquiry (807)468-2740
Fax (807)468-2784
8:15 - 4:30

DISTRICT NO 62 (SAULT STE MARIE)
Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
(705)945-5924 (Road Information)
Toll Free 1-800-340-2454 (Road Information)
Toll Free 1-877-366-0669 (General Information)
Fax (705)945-6830 (General)
Fax (705)942-5225
8:15 - 4:30

REGIONAL DRIVERS AND VEHICLES
2nd Flr, 615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2072
(807)473-2021 (Enforcement/Highway Carrier)
Toll Free 1-800-465-5035
Fax (807)473-2147
Fax (807)473-2133 (Thunder Bay District)
8:00 - 5:00

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES

KENORA
808 Robertson St
PO Box 2250
Kenora P9N 3X8
General Inquiry (807)468-2774
Fax (807)468-2784
8:15 - 4:30

SAULT STE MARIE
740 Great Northern Rd
Sault Ste Marie P7A 5K7
General Inquiry (705)945-9393
Fax (705)945-6851
8:30 - 5:00

THUNDER BAY
1st Flr, 615 S James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122
Fax (807)473-2133
8:30 - 5:00

SOUTHWESTERN REGION (LONDON)
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Fax (519)873-4236
8:30 - 5:00

CONSTRUCTION OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4388
8:30 - 5:00

This is one of five regional offices that administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing highways.

ENGINEERING OFFICE

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4370
8:30 - 5:00

This is one of five regional offices responsible for managing pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs.

MAINTENANCE OPERATIONS - LONDON/STRATFORD DISTRICT

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4200
(519)873-4223 (Radio Room)
Toll Free 1-800-268-1376 (Road Reports)
Fax (519)873-4228
8:30 - 5:00

This is one of five regional offices responsible for managing all maintenance operations with respect to the highways within Southwest Ontario. Southwest Region has two area office locations, Owen Sound and Chatham.

OCCUPATIONAL HEALTH AND SAFETY

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4308
Fax (519)873-4307
8:30 - 5:00

The Southwest Region Occupational Health and Safety Office delivers health and safety policies and programs, provides advice to workers, management and the Joint Health and Safety System.

They monitor the programs to ensure effectiveness, to help the ministry fulfil its legislative responsibilities. The Occupational Health and Safety Office assists supervisors and managers to ensure workers receive the health and safety training they need to work safely. The Occupational Health and Safety Office is available to respond to inquiries from workers, local management and the Joint Health and Safety System related to occupational hygiene, ergonomics, Workplace Safety and Insurance Board, general safety, as well as the Occupational Health and Safety Act and applicable regulations.

REGIONAL DRIVERS AND VEHICLES
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-800-773-1775
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (519)873-4332 (Regional)
Fax (519)873-4306 (District)
8:30 - 5:00

KITCHENER DISTRICT

DRIVER EXAMINATION
Suite 11, 1405 Ottawa St S
Kitchener N2A 3Z1
General Inquiry (519)893-7110
Toll Free 1-888-570-6110 (Automated Booking Line)
Toll Free 1-800-265-6363
Fax (519)893-5259
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Suite 11, 1405 Ottawa St S
Kitchener N2A 3Z1
General Inquiry (519)893-2314
Toll Free 1-800-265-6363
Fax (519)893-5467
8:30 - 5:00

LONDON DISTRICT

DRIVER EXAMINATION
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-773-1775
Fax (519)873-4306 (District)
Fax (519)873-4332 (Regional)
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4285
Toll Free 1-800-265-6072
Fax (519)873-4306
8:30 - 5:00

WINDSOR DISTRICT

DRIVER EXAMINATION
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1342
Toll Free 1-800-265-1341
Fax (519)973-1492
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1341
Fax (519)966-7567
8:30 - 5:00

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00

The Policy, Planning and Standards Division has responsibility for the long-term planning and use of the provincial highway network. The division provides the ministry's policy link to other modes including rail, air, marine and municipal transportation. This division contributes to Ontario's economy by helping plan a transportation network that supports trade and commerce, and by promoting competitive transportation industry through a supportive policy and regulatory environment. This division also develops engineering standards, policies and guidelines for the design, construction, operation and rehabilitation of the provincial highway system.

DIVISION SERVICES OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00

This Division Services Office is the division's window to administrative, human resource and finance. This office contributes to the division achieving its business objectives by providing comprehensive and coordinated services and support to the management team.

ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00

The Engineering Standards Branch is responsible in the areas of highway engineering research, design, structural design, surveying, hydrology, and engineering materials, for availability of policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Engineering Standards Branch researches, develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch is the custodian for several highway infrastructure condition data basis. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00

The Ministry of Transportation has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards** manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structure Rehabilitation Manual, Ontario Structure Inspection Manual and the Ontario Modular Bridge Analysis System (OMBAS).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing and cartographic applications related to provincial roads. Responsibilities include developing, monitoring and providing technical expertise in geomatics; production of photogrammetric plans, cartographic products; processing legal documents and providing control survey data/services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2051
8:30 - 5:00

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, **construction**, design, drainage, **hydrology**, safety and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and material requirements for **highways**, **water**mains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design policy and standards, design documentation and design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Bldg C
2nd Flr Rm 233, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3533 (Pavements & Foundations)
(416)235-3705 (Concrete)
(416)235-3715 (Bituminous)
(416)235-3735 (Soils & Aggregates)
Fax (416)235-3487
8:15 - 5:00

Through the Bituminous, Concrete, **Pavement**s and Foundations, and Soils and **Aggregate**s Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the **transportation** system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others on request.

TRAFFIC OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2960
Fax (905)704-2888
8:30 - 5:00

The **Traffic** Office develops and implements policies, standards and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic accident information files for the provincial highway system; develops traffic control techniques and devices; and operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

STRATEGIC POLICY BRANCH

Bldg E
2nd Flr Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4044
Fax (416)235-5243
8:00 - 5:00

The Strategic Policy Branch is responsible for: managing knowledge to set ministry strategic directions in collaboration with its partners; leading the development of long-term integrated strategies and policies for transportation and the ministry; leading and coordinating the ministry policy agenda with central agencies and other jurisdictions.

POLICY COORDINATION OFFICE

Bldg E
2nd Flr Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4457
Fax (416)235-3827
8:00 - 5:00

The Policy Coordination Office coordinates the ministry's policy and legislative agenda; coordinates the production of briefing notes for the Minister and Deputy Minister; coordinates policy responses to other ministries/jurisdictions; provides secretariat support to the Minister and Deputy Minister; coordinates the ministry's intergovernmental/international relations; coordinates the management of ministry Agencies, Boards and Commissions.

STRATEGIC INTELLIGENCE OFFICE

Bldg E
2nd Flr Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5023
Fax (416)235-3667
8:00 - 5:00

The Strategic Intelligence Office supports ministry strategic direction setting and policy and planning initiatives by: identifying issues, trends and best practices; developing and implementing knowledge management strategies; monitoring; evaluating and reporting on the performance of the ministry and the provincial transportation system.

STRATEGIC POLICY AND PLANNING OFFICE

Bldg E
1st Flr Rm 101, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3605
Fax (416)235-4226
8:00 - 5:00

The Strategic Policy and Planning Office provides leadership in setting the ministry's strategic direction, developing the ministry's integrated business plans and advising program areas on positioning of cabinet submissions and corporate policy initiatives.

STRATEGIC PROJECTS BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4205
Fax (416)235-4000
8:30 - 5:00

The focus of the Strategic Projects Branch is to develop transportation policies and direction for new and emerging transportation trends and government businesses. This branch is the lead with regards to Public Private Partnerships.

TRANSPORTATION PLANNING BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:30 - 5:00

The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, intelligent transportation systems, and data management and analysis.

DATA MANAGEMENT AND ANALYSIS OFFICE

Bldg C
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-4936
8:30 - 5:00

The Data Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00

The Intelligent **Transportation** Systems Office is responsible for developing and coordinating the implementation of a strategic plan for intelligent transportation, developing deployment strategies for ITS with the Operations and Safety and Regulation Divisions, working with other jurisdictions and stakeholders on joint deployment and ITS protocols and standards, and developing demand management strategies for large urban areas.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:00

The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, working with other jurisdictions to support international gateways/linkages, managing corridor/policy issues for the provincial highway system, air quality/climate change, working with other ministries/governments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights.

URBAN PLANNING OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00

The Urban Planning Office is responsible for undertaking long range planning with municipalities, for urban regions, providing support to the Ontario Planning Review, and developing plans and strategies for strategic projects and issues in urban settings.

TRANSPORTATION POLICY BRANCH

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3502
Fax (416)235-3573
8:30 - 4:30

The Transportation Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives.

FREIGHT OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4850
9:00 - 5:00

The Freight Office is responsible for understanding the overall freight transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

MUNICIPAL OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00

The **Municipal** Office is responsible for understanding the overall municipal **transportation** system and its components, the development of operational policies for components of the system, interacting with stakeholders and their associations, monitoring the impact of Local Services Realignment and managing the relationship between the ministry and the municipal sector.

PASSENGER OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00

The Passenger Office is responsible for understanding the overall intercity passenger transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

SAFETY AND REGULATION DIVISION

Bldg A
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00 ♿

The Safety and Regulation Division sets safety standards, develops policies, legislation and regulation, and educates road users about road user safety. Responsibilities also include evaluating the effectiveness of safety measures, inspecting monitors and enforcing compliance with standards, tests, licenses, drivers and registers vehicles. Through public education, legislation and **enforcement**, the government strives to ensure all motorists take responsibility for their behaviour on Ontario's roads. The Assistant Deputy Minister, Safety and Regulation, is responsible for the coordination of all Road User Safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2530
8:30 - 4:30 ♿

The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial vehicles in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and bus industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier Enforcement Program Office provides program evaluation (effectiveness, efficiency). Performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting service in matters to vehicle design, performance, standards and regulation.

CARRIER SAFETY POLICY OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2750
8:30 - 4:30

Carrier Safety Policy Office is responsible for the development of legislation/regulations, project management, coordination of Cabinet Submissions, Minister's letters and briefing notes. The office is the focal point for national/international issues.

CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2545 (Oversize/Overweight Permits)
Fax (905)704-2003 (MVIS)
Fax (905)704-2039 (Control & Sanctions)
Fax (905)704-2525
8:30 - 5:00

The Carrier Sanctions and Investigation Office provides special investigations, carrier control and enforcement support services for the Carrier subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicle Act. It monitors operations of carriers and initiates control and sanction proceedings against offenders. This office is also responsible for various licensing functions - truck/bus operating **licence**s, MVIS licences and issuing Oversize/Overweight **permit**s.

CENTRAL REGION DRIVERS AND VEHICLES

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4393
(416)325-8580 (Road Test Bookings - GTA)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (416)235-4670
8:30 - 5:00

The Central Region **Driver**s and **Vehicle**s Office delivers, within Central Region, the ministry's programs in the areas of driver examination and **licensing**, driver improvement, vehicle **registration** and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

DRIVER EXAMINATION CENTRE/MTO ISSUING OFFICE

CENTRAL EAST DRIVER EXAMINATION COORDINATOR

Bldg A
Rm 169, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3523
Fax (416)235-5207
8:30 - 5:00

AURORA DRIVER EXAMINATION CENTRE
50 Bloomington Side Rd W
Aurora L4G 3G8
General Inquiry (905)713-7309
Fax (905)713-7314
8:30 - 5:00

DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg E
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4949
Fax (416)235-5626
8:30 - 5:00

METRO EAST DRIVER EXAMINATION CENTRE
Victoria Terrace Plaza
1448 Lawrence Ave E
Toronto M4A 2V6
General Inquiry (416)325-8572
Fax (416)325-8590
8:30 - 5:00

MORNINGSIDE DRIVER EXAMINATION CENTRE
65 Grandmarshall Dr
Toronto M1B 5N6
General Inquiry (416)314-6620
Fax (416)314-6810
8:30 - 5:00

OSHAWA DRIVER EXAMINATION CENTRE
Midtown Mall
200 John St W
Oshawa L1J 2B4
General Inquiry (905)728-7789
(905)728-7616 (Recording)
Fax (905)728-0522
8:30 - 5:00

CENTRAL WEST DRIVER EXAMINATION COORDINATOR

Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7511
8:30 - 5:00

BURLINGTON DRIVER EXAMINATION CENTRE
Zellers Plaza
152 Plains Rd W
Burlington L7T 1E9
General Inquiry (905)632-0446
General Inquiry (905)632-5453
Fax (905)681-2377
8:30 - 5:00

HAMILTON EAST DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-7822
Toll Free 1-888-810-8899
Fax (905)561-6806
8:30 - 5:00

JOHN RHODES DRIVER EXAMINATION CENTRE
John Rhodes Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4341
Fax (905)874-4035
8:30 - 5:00

OAKVILLE DRIVER EXAMINATION CENTRE
2035 Cornwall Rd
Oakville L6J 2W1
General Inquiry (905)845-5761
Fax (905)842-9532
8:30 - 5:00

ST CATHARINES DRIVER EXAMINATION CENTRE
Unit 1, 285 Bunting Rd
St Catharines L2M 7T9
General Inquiry (905)646-2957
Toll Free 1-800-524-9908
Fax (905)646-5804
8:30 - 5:00

DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg A
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-268-7590
Fax (416)235-5000
8:30 - 5:00

HAMILTON DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
(905)561-5926 (Auto Attendant)
Fax (905)561-6806
8:30 - 5:00

QUEEN'S PARK ISSUING OFFICE
Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
Fax (416)325-2673
8:30 - 5:00

ENFORCEMENT OFFICES
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8

DURHAM ENFORCEMENT OFFICE
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-7505
Fax (905)728-1889
8:30 - 5:00

HALTON ENFORCEMENT OFFICE
Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7511
8:00 - 5:00

HAMILTON/NIAGARA ENFORCEMENT OFFICE
903 Barton St E
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x201
General Inquiry (905)892-8631 (Niagara Sub Office)
Fax (905)643-7529
8:30 - 5:00

PEEL ENFORCEMENT OFFICE
John Rhodes Driver Examination Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4345
Fax (905)793-9553
8:30 - 5:00

TORONTO ENFORCEMENT OFFICE
2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2519
Fax (416)325-8591
8:30 - 5:00

YORK ENFORCEMENT OFFICE
1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
Fax (905)713-7328
8:30 - 5:00

LICENSING AND CONTROL BRANCH - OPERATIONS

Bldg A
Main Flr, Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-5211

The **Licensing** and Control Branch administers a program of products and services on **driver** and **vehicle** licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and conviction **records** for drivers and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle **Registration**, contact the nearest regional or district Drivers and Vehicles Office.

LICENSING AND CONTROL BRANCH - PLANNING

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:30 - 5:00

Administers and supports the delivery of products and services on **driver** licensing and **vehicle** registration. The branch monitors the delivery of services across the province to ensure that customers receive complete and accurate products, that correct fees are collected and deposited to the credit of the province, and that all driver, vehicle, carrier and other road user records are properly maintained.

DRIVERS AND VEHICLES FIELD BUSINESS REVIEW OFFICE

Bldg C
Main Flr, Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4859
Fax (416)235-4433
8:00 - 5:00

Drivers and Vehicles Field Business Review Office reviews existing MTO Drivers and Vehicles Field Business Operations.

PROJECT AND CHANGE MANAGEMENT BRANCH

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111

The Project and Change Management Branch is responsible for service migration.

ROAD SAFETY BUSINESS SERVICES GROUP

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4871
General Inquiry (416)235-3824
Fax (416)235-4474 (Executive)
Fax (416)235-5362
Fax (416)235-3729 (Contract Performance Management)
Fax (416)235-4340 (Alternative Service Delivery Project)
8:30 - 5:00

The Road Safety Business Services Group facilitates and coordinates top quality business, financial and human resources planning, coordination and integration services for the branches and Driver and Vehicles programs within the division. The group also promotes, develops and supports continuous improvement initiatives within the division, and spearheads development and implementation of performance management.

ROAD USER SAFETY BRANCH

Bldg A
Main Flr, Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5129
Fax (416)235-5139
Fax (416)235-3633
8:00 - 4:30

The Road User **Safety** Branch promotes road user safety through policy development, research and marketing, as well as special projects.

ONTARIO ADVISORY GROUP ON SAFE DRIVING

Bldg A
Main Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3692
Fax (416)235-5004
8:00 - 4:30

The Ontario Advisory Group on Safe Driving was formed to advise the Minister on measures to combat aggressive driving and promote safe driving practices.

ROAD SAFETY MARKETING OFFICE

Bldg A
Main Flr, Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-3473 (Brochures On School Age/School Bus, General Road Safety, Seniors, Pedestrians & New Drivers)
(416)235-3473 (Info Sheets, Posters, Handbooks, Brochures On Bicycle Safety, Seat Belt/Child Safety Seats)
Fax (807)473-2147 (Thunder Bay)
Fax (519)873-4332 (London)
Fax (416)235-5068 (Brochures On School Age/School Bus, General Rd Safety, Seniors, Pedestrians & New Drivers)
Fax (705)497-5439 (North Bay)
Fax (613)545-4781 (Kingston)
Fax (416)235-5129 (Downsview)
Fax (416)235-3633
8:00 - 4:30

The Road **Safety** Marketing Office develops provincial programs that promote road user safety; works with community networks to deliver road user safety programs; and monitors road user safety activity through liaisons with stakeholders and other jurisdictions.

ROAD SAFETY PROGRAM OFFICE

Bldg A
Main Flr, Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30

The Road **Safety** Program Office promotes safety on Ontario's highways by researching, planning, developing and evaluating highway safety initiatives directed at drivers, vehicles and other road users. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicle**s Act and the Off-Road Vehicles Act.

TRANSPORTATION I&IT CLUSTER

4th Flr, 30 College St
Toronto M5G 1K2
General Inquiry (416)327-3754
Fax (416)327-3755
www.mto.gov.on.ca/corpinfo/it
8:30 - 5:00

The Transportation Information and Information Technology Cluster provides leadership in the use and deployment of information technology for the Ministry of Transportation, and enables the delivery of the ministry's core businesses through effective management of the ministry's information and information technology resources.

FREEDOM OF INFORMATION

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2049
Fax (905)704-2005
www.mto.gov.on.ca/corpinfo/it
8:30 - 5:00

The Freedom of Information Office (FOI) coordinates requests for access to Ministry of Transportation (MTO) information under the Freedom of Information and Protection of Privacy (FOIPP) Act, MTO's participation in appeals, inquiries and investigations by the Ontario Information and Privacy Commissioner, Ombudsman Ontario and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
8:30 - 4:30

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licence**s for bus for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public **Vehicle**s Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire bus operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act
Bridges Act
Capital Investment Plan Act
Commuter Services Act
Dangerous Goods Transportation Act

Ferries Act
Fuel Tax Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Rainbow Bridge Act, 1941
Short Line Railways Act, 1995
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTERIAL RESPONSIBILITY FOR ACTS

Pages 627-640

MINISTERIAL RESPONSIBILITY FOR ACTS

Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act (Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Agriculture, Food and Rural Affairs)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Agriculture, Food and Rural Affairs)
Airports Act (Transportation)
Alcohol and Gaming Regulation and Public Protection Act, 1996 (Consumer and Business Services)
Alcoholism and Drug Addiction Act (Health and Long-Term Care)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health and Long-Term Care)
Ammunition Regulation Act, 1994 (Solicitor General)
Amusement Devices Act (Consumer and Business Services)
Anatomy Act (Solicitor General)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture, Food and Rural Affairs)
Apportionment Act (Consumer and Business Services)
Apprenticeship and Certification Act, 1998 (Training, Colleges and Universities)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Management Board of Cabinet)
Art Gallery of Ontario Act (Tourism, Culture and Recreation)
Arts Council Act (Tourism, Culture and Recreation)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Business Services)
Athletics Control Act (Consumer and Business Services)
Audiology and Speech-Language Pathology Act (Health and Long-Term Care)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Business Services)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs and Housing)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs and Housing)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture, Food and Rural Affairs)
Bees Act (Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Boilers and Pressure Vessels Act (Consumer and Business Services)
Boundaries Act (Consumer and Business Services)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs and Housing)
Bridges Act (Transportation)
Building Code Act, 1992 (Municipal Affairs and Housing)
Bulk Sales Act (Attorney General)
Business Corporations Act (Consumer and Business Services)
Business Names Act (Consumer and Business Services)
Business Practices Act (Consumer and Business Services)
Business Records Protection Act (Attorney General)

Business Regulation Reform Act, 1994 (Consumer and Business Services)
Canada Company's Lands Act, 1922 (Natural Resources)
Cancer Act (Health and Long-Term Care)
Cancer Remedies Act (Health and Long-Term Care)
Capital Investment Plan Act, 1993 (Environment)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act (only in respect to ORC) (Management Board of Cabinet)
Capital Investment Plan Act (Transportation)
Cemeteries Act (Revised) (Consumer and Business Services)
Centennial Centre of Science and Technology Act (Tourism, Culture and Recreation)
Certification of Titles Act (Consumer and Business Services)
Change of Name Act (Consumer and Business Services)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Health and Long-Term Care)
Charitable Institutions Act, R.S.O. 1990, c. C9 (Community and Social Services)
Charities Accounting Act (Attorney General)
Chartered Accountant Act (Attorney General)
Child and Family Services Act, R.S.O. 1990, c. C.11 (Community and Social Services)
Child and Family Services Amendment Act (Child Welfare Reform), 1990, S.O. 1999, C.2 (Community and Social Services)
Child Care Supplement Information Collection Act, 1998 (Finance)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health and Long-Term Care)
Chiropractic Act (Health and Long-Term Care)
City of Cornwall Annexation Act, 1974 (Municipal Affairs and Housing)
City of Gloucester Act, 1980 (Municipal Affairs and Housing)
City of Greater Sudbury Act, 1999 (Municipal Affairs and Housing)
City of Hamilton Act, 1975 (Municipal Affairs and Housing)
City of Hamilton Act, 1999 (Municipal Affairs and Housing)
City of Hazeldean-March Act, 1978 (Municipal Affairs and Housing)
City of Kawartha Lakes Act, 2000 (Municipal Affairs and Housing)
City of London Act, 1990 (Municipal Affairs and Housing)
City of Nepean Act, 1978 (Municipal Affairs and Housing)
City of Ottawa Act, 1999 (Municipal Affairs and Housing)
City of Ottawa Road Closing and Conveyance Validation Act, 1981 (Municipal Affairs and Housing)
City of Port Colborne Act, 1974 (Municipal Affairs and Housing)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs and Housing)
City of Thorold Act, 1975 (Municipal Affairs and Housing)
City of Thunder Bay Act, 1968-69 (Municipal Affairs and Housing)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Business Services)
Colleges Collective Bargaining Act (Training, Colleges and Universities)
Commercial Tenancies Act (Attorney General)
Commercial Tenancies Act (Municipal Affairs and Housing)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Agriculture, Food and Rural Affairs)
Commodity Futures Act (Finance)
Community Economic Development Act, 1993 (Municipal Affairs and Housing)
Community Psychiatric Hospitals Act (Health and Long-Term Care)
Community Recreation Centres Act (Tourism, Culture and Recreation)
Community Small Business Investment Funds Act (Finance)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Finance)
Condominium Act, 1998 (Consumer and Business Services)
Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)

Consolidated Hearings Act (Environment)
Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Business Services)
Consumer Protection Bureau Act (Consumer and Business Services)
Consumer Reporting Act (Consumer and Business Services)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Coroners Act (Solicitor General)
Corporations Act (Consumer and Business Services)
Corporations Information Act (Consumer and Business Services)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs and Housing)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs and Housing)
County of Simcoe Act, 1993 (Municipal Affairs and Housing)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act, 1994 (Finance)
Creditors' Relief Act (Attorney General)
Criminal Code Section 207 (lotteries) (Consumer and Business Services)
Crop Insurance (Ontario) 1996 (Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees' Collective Bargaining Act, 1993 (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Timber Act (Natural Resources)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act, R.S.O. 1990, c. D.2 (Community and Social Services)
Dead Animal Disposal Act (Agriculture, Food and Rural Affairs)
Deaf-Blind Awareness Month Act, 2000 (Citizenship)
Debt Collectors Act (Consumer and Business Services)
Degree Granting Act (Training, Colleges and Universities)
Dental Hygiene Act, 1991 (Health and Long-Term Care)
Dental Technology Act, 1991 (Health and Long-Term Care)
Dentistry Act, 1991 (Health and Long-Term Care)
Denturism Act, 1991 (Health and Long-Term Care)
Development Charges Act, 1997 (Municipal Affairs and Housing)
Development Corporations Act (Economic Development and Trade)
Development Services Act (Long-term care programs and services) (Health and Long-Term Care)
Developmental Services Act, R.S.O. 1990, c. D.11 (Community and Social Services)
Dietetics Act, 1991 (Health and Long-Term Care)
Discriminatory Business Practices Act (Consumer and Business Services)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs and Housing)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs and Housing)
District Welfare Administration Boards Act, R.S.O. 1990, c. D15 (Community and Social Services)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture, Food and Rural Affairs)
Drug and Pharmacies Regulation Act (Health and Long-Term Care)
Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
Drugless Practitioners Act (Health and Long-Term Care)
Edible Oil Products Act (Agriculture, Food and Rural Affairs)
Education Accountability Act, 2000 (Education)
Education Act (Education)
Education Quality and Accountability Office Act, 1996 (Education)
Egress from Public Buildings Act (Solicitor General)
Elderly Persons Centres Act (Health and Long-Term Care)

Elderly Persons' Housing Aid Act (Municipal Affairs and Housing)
Election Act (Legislative Offices)
Election Finances Act (Legislative Offices)
Electricity Act, 1988 (Energy, Science and Technology)
Electronic Commerce Act, 2000 (Attorney General)
Electronic Registration Act, 1991 (Consumer and Business Services)
Elevating Devices Act (Consumer and Business Services)
Emergency Plans Act, 1983 (Solicitor General)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)
Energy Act (Consumer and Business Services)
Energy Efficiency Act (Energy, Science and Technology)
Enforcement of Judgements Conventions Act, 1999 (Consumer and Business Services)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment)
Environmental Bill of Rights, 1993 (Environment)
Environmental Protection Act (Environment)
Escheats Act (Attorney General)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Cabinet Office)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Business Services)
Factors Act (Consumer and Business Services)
Fair Municipal Finance Act No. 1, 1997 (Finance)
Fair Municipal Finance Act No. 2, 1997 (Finance)
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services) 1997 (Education)
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999 (Labour)
Family Benefits Act, R.S.O. 1990, c. F2 (Community and Social Services)
Family Law Act (Attorney General)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Agriculture, Food and Rural Affairs)
Farming and Food Production Protection Act (Agriculture, Food and Rural Affairs)
Ferries Act (Transportation)
Financial Administration Act (Finance)
Financial Services Commission of Ontario Act, 1997 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General)
Fire Departments Act (Solicitor General)
Fire Marshals Act (Solicitor General)
Fire Protection and Prevention Act, 1997 (Part IX) (Labour)
Firefighters Exemption Act (Solicitor General)
Firefighters Protection Act, 1993 (Solicitor General)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health and Long-Term Care)
Foreign Cultural Objects Immunity from Seizure Act (Tourism, Culture and Recreation)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
French Language Services Act (Francophone Affairs)

Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Fuel Tax Act (Transportation)
Funeral Directors and Establishments Act (Consumer and Business Services)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Business Services)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Business Services)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (long-term care programs and services only) (Health and Long-Term Care)
Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)
George R. Gardiner museum of Ceramic Art Act (Tourism, Culture and Recreation)
German Pioneers Day Act, 2000 (Tourism, Culture and Recreation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture, Food and Rural Affairs)
Grains Act (Agriculture, Food and Rural Affairs)
Greater Toronto Services Board Act, 1998 (Municipal Affairs and Housing)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health and Long-Term Care)
Health Cards and Numbers Control Act, 1991 (Health and Long-Term Care)
Health Care Accessibility Act (Health and Long-Term Care)
Health Care Consent Act (Health and Long-Term Care)
Health Facilities Special Orders Act (Health and Long-Term Care)
Health Insurance Act (Health and Long-Term Care)
Health Protection and Promotion Act (Health and Long-Term Care)
Highway Traffic Act (Transportation)
Historical Parks Act (Tourism, Culture and Recreation)
Homemakers and Nurses Services Act (Health and Long-Term Care)
Homes for Retarded Persons Act (long-term care programs and services) (Health and Long-Term Care)
Homes for Retarded Persons Act, R.S.O. 1990, c. H.11 (Community and Social Services)
Homes for Special Care Act (Health and Long-Term Care)
Homes for the Aged and Rest Homes Act (Health and Long-Term Care)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Municipal Affairs and Housing)
Human Rights Code (Citizenship)
Human Tissue Gift Act (Health and Long-Term Care)
Hypnosis Act (Health and Long-Term Care)
IDEA Corporation Act (Economic Development and Trade)
Immunization of School Pupils Act (Health and Long-Term Care)
Income Tax Act (Finance)
Independent Health Facilities Act (Health and Long-Term Care)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act, R.S.O. 1990, c. I.4 (Community and Social Services)
Industrial and Mining Lands Compensation Act (Natural Resources)
Industrial Standards Act (Labour)
Innkeepers Act (Attorney General)
Inquiries Act (Attorney General)
Instructional Time: Minimum Standards Act, 1998 (Education)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)
Intercountry Adoption Act, 1998, S.O. 1998, c.29 (Community and Social Services)
International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)

Judicial Review Procedure Act (Attorney General)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health and Long-Term Care)
Labour Relations Act,1995 (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakes and Rivers Improvement Act (Natural Resources)
Land Lease Statute Law Amendment Act, 1994 (Municipal Affairs and Housing)
Land Registration Reform Act (Consumer and Business Services)
Land Titles Act (Consumer and Business Services)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Licence Appeal Tribunal Act, 1999 (Consumer and Business Services)
Lieutenant Governor Act (Cabinet Office)
Lightning Rods Act (Solicitor General)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Business Services)
Line Fences Act (Municipal Affairs and Housing)
Liquor Control Act (Consumer and Business Services)
Liquor Licence Act (Consumer and Business Services)
Livestock and Livestock Products Act (Agriculture, Food and Rural Affairs)
Livestock Community Sales Act (Agriculture, Food and Rural Affairs)
Livestock Identification Act (Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Agriculture, Food and Rural Affairs)
Loan and Trust Corporations Act (Finance)
Loan Brokers Act, 1994 (Consumer and Business Services)
Lobbyists Registration Act (Management Board of Cabinet)
Local Government Disclosure of Interest Act, 1994 (Municipal Affairs and Housing)
Local Improvement Act (Municipal Affairs and Housing)
Local Roads Boards Act (Transportation)
London-Middlesex Act, 1992 (Municipal Affairs and Housing)
Long Term Care Act, 1994 (Health and Long-Term Care)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Business Services)
Massage Therapy Act (Health and Long-Term Care)
McMichael Canadian Art Collection Act (Tourism, Culture and Recreation)
Meat Inspection Act (Ontario) (Agriculture, Food and Rural Affairs)
Medical Laboratory Technology Act, 1991 (Health and Long-Term Care)
Medical Radiation Technology Act, 1991 (Health and Long-Term Care)
Medicine Act, 1991 (Health and Long-Term Care)
Members' Integrity Act (Legislative Offices)
Mental Health Act (Health and Long-Term Care)
Mental Hospitals Act (Health and Long-Term Care)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metropolitan Toronto Convention Centre Corporation Act (Tourism, Culture and Recreation)
Midwifery Act, 1991 (Health and Long-Term Care)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture, Food and Rural Affairs Act (Agriculture, Food and Rural Affairs)

Ministry of Citizenship and Culture Act (Citizenship)
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20 (Community and Social Services)
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only) (Health and Long-Term Care)
Ministry of Consumer and Commercial Relations Act (Consumer and Business Services)
Ministry of Energy Act (Energy, Science and Technology)
Ministry of Government Services Act (Management Board of Cabinet)
Ministry of Health Act (Health and Long-Term Care)
Ministry of Industry, Trade and Technology Act (Economic Development and Trade)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Solicitor General Act (Solicitor General)
Ministry of Tourism and Recreation Act (Tourism, Culture and Recreation)
Ministry of Training, Colleges and Universities Act (Training, Colleges and Universities)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Business Services)
Motor Vehicle Repair Act (Consumer and Business Services)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs and Housing)
Municipal Affairs Act (Municipal Affairs and Housing)
Municipal and School Tax Credit Assistance Act (Municipal Affairs and Housing)
Municipal Arbitrations Act (Municipal Affairs and Housing)
Municipal Boundary Negotiations Act (Municipal Affairs and Housing)
Municipal Conflict of Interest Act (Municipal Affairs and Housing)
Municipal Corporations Quieting Orders Act (Municipal Affairs and Housing)
Municipal Elderly Residents' Assistance Act (Municipal Affairs and Housing)
Municipal Elections Act, 1996 (Municipal Affairs and Housing)
Municipal Extra-Territorial Tax Act (Municipal Affairs and Housing)
Municipal Franchises Act (Municipal Affairs and Housing)
Municipal Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
Municipal Health Services Act (Health and Long-Term Care)
Municipal Interest and Discount Rates Act (Municipal Affairs and Housing)
Municipal Private Acts Repeal Act, 1983 (Municipal Affairs and Housing)
Municipal Subsidies Adjustment Repeal Act, 1976 (Municipal Affairs and Housing)
Municipal Tax Assistance Act (Municipal Affairs and Housing)
Municipal Tax Sales Act (Municipal Affairs and Housing)
Municipal Unemployment Relief Act (Municipal Affairs and Housing)
Municipal Works Assistance Act (Municipal Affairs and Housing)
Municipality of Shuniah Act, 1936 (Municipal Affairs and Housing)
National Radio Observatory Act, 1962-63 (Natural Resources)
Negligence Act (Attorney General)
Niagara Parks Act (Tourism, Culture and Recreation)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Municipal Affairs and Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Northern Services Boards Act (Northern Development and Mines)
Notaries Act (Attorney General)

Nursing Act, 1991 (Health and Long-Term Care)
Nursing Homes Act (Health and Long-Term Care)
Occupational Health and Safety Act (Labour)
Occupational Therapy Act (Health and Long-Term Care)
Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act (Transportation)
Official Notices Publication Act (Consumer and Business Services)
Official Notices Publication Act (Management Board of Cabinet)
Ombudsman Act (Attorney General)
Ombudsman Act (Legislative Offices)
One Day's Rest in Seven Act (Labour)
Ontario Agricultural Museum Act (Agriculture, Food and Rural Affairs)
Ontario College of Teachers Act, 1996 (Education)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Disability Support Program Act, 1997, S.O. 1997, c.25, Schedule B (Community and Social Services)
Ontario Drug Benefit Act (Health and Long-Term Care)
Ontario Educational Communications Authority Act (Training, Colleges and Universities)
Ontario Energy Board Act, 1988 (Energy, Science and Technology)
Ontario Food Terminal Act (Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Tourism, Culture and Recreation)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)
Ontario Housing Corporation Act (Municipal Affairs and Housing)
Ontario Institute for Studies in Education Repeal Act, 1996 (Education)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1998 (Finance)
Ontario Lottery and Gaming Corporation Act, 1999 (Tourism, Culture and Recreation)
Ontario Lottery and Gaming Corporation Act, 1999 (Consumer and Business Services)
Ontario Medical Association Dues Act, 1991 (Health and Long-Term Care)
Ontario Mental Health Foundation Act (Health and Long-Term Care)
Ontario Mineral Exploration Act (Northern Development and Mines)
Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
Ontario Municipal Supports Grants Act (Municipal Affairs and Housing)
Ontario New Home Warranties Plan Act (Consumer and Business Services)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Tourism, Culture and Recreation)
Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
Ontario Property Assessment Corporation Act, 1997 (Finance)
Ontario School Trustees' Council Act (Education)
Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General)
Ontario Transportation Development Corporation Act, 1980 (Transportation)
Ontario Water Resources Act (Environment)
Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A (Community and Social Services)
Operating Engineers Act (Consumer and Business Services)
OPSEU Pension Act (Management Board of Cabinet)
Opticianry Act, 1991 (Health and Long-Term Care)
Optometry Act, 1991 (Health and Long-Term Care)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs and Housing)
Ottawa-Carleton French Language School Board Transferred Employees (Education)
Ottawa Congress Centre Act (Tourism, Culture and Recreation)
Ottawa River Water Powers Act, 1943 (Natural Resources)
Paperback and Periodical Distributors Act (Consumer and Business Services)
Partition Act (Attorney General)

Partnerships Act (Consumer and Business Services)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer and Business Services)
Pesticides Act (Environment)
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer and Business Services)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health and Long-Term Care)
Physician Services Delivery Management Act, 1995 (Health and Long-Term Care)
Physiotherapy Act, 1991 (Health and Long-Term Care)
Planning Act (Municipal Affairs and Housing)
Plant Diseases Act (Agriculture, Food and Rural Affairs)
Police Services Act (Solicitor General)
Police Village of St. George Act, 1980 (Municipal Affairs and Housing)
Policy and Priorities Board of Cabinet Act (Cabinet Office)
Post-Secondary Education Choice and Excellence Act, 2000 (Training, Colleges and Universities)
Pounds Act (Agriculture, Food and Rural Affairs)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Services Act (Consumer and Business Services)
Prevention of Unionization Act (Ontario Works), 1998, S.O. 1998, c.17 (Community and Social Services)
Private Hospitals Act (Health and Long-Term Care)
Private Investigators and Security Guards Act (Solicitor General)
Private Vocational Schools Act (Training, Colleges and Universities)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Professional Geoscientists Act, 2000 (Northern Development and Mines)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education)
Psychology Act, 1991 (Health and Long-Term Care)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian and Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health and Long-Term Care)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act (Tourism, Culture and Recreation)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs and Housing)
Public Sector Dispute Resolution Act, 1997 (Labour)
Public Sector Labour Relations Transition Act, 1997 (Labour)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs and Housing)
Public Utilities Corporations Act (Municipal Affairs and Housing)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General)
Race Tracks Act (Finance)
Racing Commission Act (Consumer and Business Services)
Railways Act (Transportation)
Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Business Services)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)

Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs and Housing)
Regional Municipality of Durham Act (Municipal Affairs and Housing)
Regional Municipality of Halton Act (Municipal Affairs and Housing)
Regional Municipality of Niagara Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs and Housing)
Regional Municipality of Peel Act (Municipal Affairs and Housing)
Regional Municipality of Waterloo Act (Municipal Affairs and Housing)
Regional Municipality of York Act (Municipal Affairs and Housing)
Registered Insurance Brokers Act (Finance)
Registry Act (Consumer and Business Services)
Regulated Health Professions Act, 1991 (Health and Long-Term Care)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Remembrance Day Observance Act, 1977, S.O. 1997, c.18 (Citizenship)
Repair and Storage Liens Act (Consumer and Business Services)
Representation Act, 1996 (Cabinet Office)
Research Foundation Act (Economic Development and Trade)
Residential Complex Sales Representation Act (Consumer and Business Services)
Respiratory Therapy Act, 1991 (Health and Long-Term Care)
Retail Business Holidays Act (Consumer and Business Services)
Retail Business Holidays Act (Solicitor General)
Retail Sales Tax Act (Finance)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs and Housing)
Royal Botanical Gardens Act, 1989 (Tourism, Culture and Recreation)
Royal Ontario Museum Act (Tourism, Culture and Recreation)
Rural Housing Assistance Act (Municipal Affairs and Housing)
Safe Streets Act 1999 (Attorney General)
Safety and Consumer Statutes Administration Act, 1996 (Consumer and Business Services)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs and Housing)
School Trust Conveyances Act (Education)
Science North Act (Tourism, Culture and Recreation)
Securities Act (Finance)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlement of International Investments Disputes Act, 1999 (not yet in force) (Consumer and Business Services)
Settlers' Pulpwood Protection Act (Natural Resources)
Shoreline Property Assistance Act (Municipal Affairs and Housing)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Short Line Railways Act, 1995 (Transportation)
Small Business and Charities Protection Act, 1998 (Finance)
Small Business Development Corporations Act (Finance)
Smoking in the Workplace Act (Labour)
Snow Roads and Fences Act (Municipal Affairs and Housing)
Social Assistance Reform Act, 1997, S.O. 1998, c.25 (Community and Social Services)
Social Contract Act, 1993 (Finance)
Social Housing Funding Act, 1997 (Municipal Affairs and Housing)
Social Housing Reform Act, 2000 (Municipal Affairs and Housing)
Social Work and Social Service Work Act, 1998, S.O. 1998, c.31 (Community and Social Services)
Soldiers' Aid Commission, R.S.O. 1960, c.377 (Community and Social Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parks Commission Act, 2000 (Tourism, Culture and Recreation)

St. Lawrence Parks Commission Act (Tourism, Culture and Recreation)
Statistics Act (Finance)
Statute and Regulation Revision Act, 1998 (Consumer and Business Services)
Statute Labour Act (Municipal Affairs and Housing)
Statute of Frauds Act (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tartan Act, 2000 (Tourism, Culture and Recreation)
Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
Teachers Pension Act, 1989 (Education)
Teachers Pension Act (Education)
Teaching Profession Act (Education)
Technical Standards and Safety Act, 2000 (not yet in force) (Consumer and Business Services)
Telephone Act (Economic Development and Trade)
Tenant Protection Act, 1997 (Municipal Affairs and Housing)
Territorial Division Act (Municipal Affairs and Housing)
The Arthur Wishart Act (Franchise Disclosure), 2000 (Consumer and Business Services)
Theatres Act (Consumer and Business Services)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture, Food and Rural Affairs)
Time Act (Attorney General)
Tobacco Control Act, 1994 (Health and Long-Term Care)
Tobacco Tax Act (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs and Housing)
Topsoil Preservation Act (Agriculture, Food and Rural Affairs)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1988 (Energy, Science and Technology)
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
Toronto Stock Exchange Act (Finance)
Tourism Act (Tourism, Culture and Recreation)
Town of Haldimond Act, 1999 (Municipal Affairs and Housing)
Town of Moosonee Act, 2000 (Municipal Affairs and Housing)
Town of Norfolk Act, 1999 (Municipal Affairs and Housing)
Town of Wasaga Beach Act, 1973 (Municipal Affairs and Housing)
Township of North Plantagenet Act, 1976 (Municipal Affairs and Housing)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs and Housing)
Trades Qualification and Apprenticeship Act (Training, Colleges and Universities)
Transboundary Pollution Reciprocal Access Act (Attorney General)
Travel Industry Act (Consumer and Business Services)
Treasury Board Act, 1991 (Finance)
Treasury Board Act (Management Board of Cabinet)
Trees Act (Natural Resources)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (unproclaimed) (Finance)
Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Training, Colleges and Universities)
Upholstered and Stuffed Articles Act (Consumer and Business Services)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)

Veterinarians Act (Agriculture, Food and Rural Affairs)
Victims Bill of Rights, 1995 (Attorney General)
Victims Right to Proceeds to Crime Act, 1994 (Attorney General)
Vital Statistics Act (Consumer and Business Services)
Vitners Quality Alliance Act, 1999 (Consumer and Business Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health and Long-Term Care)
Warehouse Receipts Act (Attorney General)
Waste Management Act, 1992 (Environment)
Water Transfer Control Act (Natural Resources)
Weed Control Act (Agriculture, Food and Rural Affairs)
Wharfs and Harbours Act (Municipal Affairs and Housing)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wine Content Act (Consumer and Business Services)
Woodlands Improvement Act (Natural Resources)
Workplace Safety and Insurance Act, 1997 (Labour)

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2001 INTERNATIONAL YEAR OF VOLUNTEERS

The United Nations has designated 2001 as the International Year of Volunteers. The people of Ontario have a rich tradition of people reaching out to help their neighbours.

The province is home to 2.9 million volunteers. This is a year to recognize those who give freely of their time, energy and experience to make Ontario a better place.

Throughout 2001, the government will be celebrating this volunteer heritage through programs and supports for the volunteer sector.

To learn more about the government of Ontario's programs to commemorate the International Year of Volunteers, and how the people of Ontario are marking this year visit www.iyvontario.on.ca or call 1-800-267-7329.

Every one counts.

International Year of Volunteers 2001

Ontario

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